



**Buckinghamshire**  
**FIRE & RESCUE SERVICE**  
*we save lives*

# Information requests 2016 to 2017

Responses to requests made between 1 April 2016 and 31 March 2017

We receive a wide range of requests for information from the public and from businesses.

Listed below are the requests we have responded to under the Freedom of Information Act 2000, between 1 April 2016 and 31 March 2017

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## BFRS Ref:

1376

## Information request:

Please can you provide me with a database extract of all incidents involving animal rescues from November 2014 to February 2017, including, where possible, date and time of incident, location, type of animal involved and description of the incident (these last two may be the same field).

## Response:

Disclosure Log - response to request 1376.xlsx

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## BFRS Ref:

1375

## Information request:

Under the Freedom of Information Act 2000 I seek the following information about the Department's cyber security strategy:

1. Has your department been a victim of Ransomware?

2. If Yes - did you pay to release your data?
3. If yes, How much did you pay?
4. If no, how did you gain back control of your data?
5. Do you have the following in place:
  - a. Backup – if yes
    - What software do you use?
    - When does your maintenance expire?
    - How many TB of Data do you back up?
  - b. Firewall – if yes:
    - What firewall do you use?
    - When does maintenance expire?
6. What Email system do you use, how many users?
7. Are you planning to migrate to Microsoft Office 365?
  - a. If yes, why?
  - b. Will you be adding extra security to this?
8. What email security solution do you use?
9. Do you use a public cloud provider, if so which one?
  - a. How do you secure the data in the cloud?

### Response:

Further to your request for information about cyber security arrangements, which I have considered under the terms of the Freedom of Information Act 2000 (FOIA), I am writing to advise you that in respect of part two of question 6 “How many users” I can confirm that we have 522 users. The Authority contracts its external network infrastructure and security to “Updata” and this contract is in the process of renewal for 2 years.

In respect of the rest of your request please accept this as a refusal notice issued under Section 17 of the FOIA in respect of your request for information under Section 1 (1) of the FOIA. The Buckinghamshire and Milton Keynes Fire Authority (the Authority) neither confirms nor denies that the information requested is held as this information is exempt under section 31(1)(a) Law enforcement as set out below:

Section 1 (1)(a) and (b) gives a general right of access to information held by a public authority and any person making a request to a public authority is entitled to be informed in writing by the public authority whether it holds the information of the description specified in the request, and, if that is the case, to have that information communicated to him. However under the exemption at section 31(1)(a) the duty to confirm or deny does not arise if this would or be likely to prejudice the prevention or detection of crime.

Section 31 can be claimed by any public authority to protect information on a public’s authority’s systems which would make it more vulnerable to crime. The Authority believes that to confirm or deny whether information is held about its information security arrangements would be likely to prejudice the security of its information and information systems.

Section 31(1)(a) is subject to the 'prejudice test' and the Authority believe that that, in all the circumstances of the case, the public interest in maintaining the exclusion of the duty to confirm or deny outweighs the public interest in disclosing whether the authority holds the information.

Guidance on the application of the exemptions Section 31 (1) (a) and (b) is available on the website of the Office of the Information Commissioner: <https://ico.org.uk/>

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#### BFRS Ref:

1374

#### Information request:

Provide information on firework safety and the facts and statistics of injuries in recent years.

#### Response:

Crews have attended 6 incidents involving fireworks over the last two financial years - on the following dates 31/07/2015, 06/11/2015, 31/10/2016, 31/10/2016, 07/11/2016, 22/12/2016. There are no recorded injuries at any these incidents. The cause for 5 of these fires is recorded as deliberate - others property, where a firework was ignited inside a property or was directed at a building or vehicle. The final fire was recorded as accidental.

The GOV.UK website may have further data and can be found at: <https://www.gov.uk/>

I also noted that ROSPA have quite a lot of interesting data about fireworks:  
<http://www.rospa.com/home-safety/advice/fireworks-safety/>

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#### BFRS Ref:

1373

#### Information request:

All UK Chief Fire Officers have been sent documentation from CFOA/NFCC requesting them to agree to the decisions and/or advice made by the National Fire Chiefs Council (NFCC) under the new arrangements. Would you please supply:

- 1) A copy of the request and form/document from CFOA/NFCC;

- 2) What was the response to the question(s) given by the Chief Fire Officer?
- 3) Did your organisation sign the document?;
- 4) Was approval sought or given by the FRA regarding completion of the document?;
- 5) Was advice taken by the legal adviser to the FRA before completing the document? If what was the legal advice?;
- 6) Was the legal advice provided by the FRA legal adviser followed in completing the document?;
- 7) If the CFO (other FRA representative) declined to complete the document, what was the reason for doing so?

**Response:**

- 1) Attached.
- 2) I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held.
- 3) I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held.
- 4) I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held.
- 5) I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held.
- 6) I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held.
- 7) I am writing to advise you that, following a search of our paper and electronic records, I have established that the information you requested is not held.

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**BFRS Ref:**

1372

**Information request:**

This request was processed outside of the Freedom of Information Act 2000.

**Response:**

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**BFRS Ref:**

1371

### Information request:

- 1) How many fires have occurred in your county or equivalent operational area during the financial year 14/15, 15/16 and 16/17 which were caused/you believed to have been caused by white goods appliances e.g. washing machine, dishwasher, tumble drier etc? Can I have the figures broken down by year.
- 2) Please provide a breakdown stating the make and model of the white goods appliance involved in each fire and please also indicate if any loss of life occurred in relation to that fire. I do not require this year by year - just the total amounts of
  - a) make and models and
  - b) deaths for the three year period.

### Response:

Summary	2010	2011	2012	2013	2014	2015	2016
<b>Other domestic style appliance - Dishwasher</b>	4	5	1	0	5	7	1
<b>Other domestic style appliance - Fridge/Freezer</b>	5	1	1	3	4	6	0
<b>Other domestic style appliance - Washing machine</b>	9	4	4	1	7	10	5
<b>Other domestic style appliance - Tumble dryer</b>	10	14	5	6	10	14	2

Pending further clarification from applicant.

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BFRS Ref:

1370

## Information request:

I would like your assistance in answering a few of the following questions for me;

- a) What times is your non-emergency fire line open from and until?
- b) What to do if assistance is required when the non-emergency line is not open?
- c) What events/situations do you not deal with (ie floods, gas leaks, animals stuck in places, fire alarms that have gone off under a fault etc)

## Response:

Buckinghamshire Fire and Rescue Service does not have a facility equivalent to the police 101 service. During "office hours" i.e. 09:00 – 17:00 general / non-emergency enquiries can be dealt with through our main switchboard 01296 744400 we also have but specific lines for fire safety advice etc – our contact details can be found here:

<https://bucksfire.gov.uk/contact-us> When the non-emergency lines are not open the caller should email or wait until the following day unless a) the call is a non-emergency but it requires immediate attention such as a fire safety complaint, then the duty officer should be informed through TVFCS. – You should refer callers to our website as some of these contact details are subject to change.

We attend all Automatic Fire Alarms and a robust call challenge is made by our Thames Valley Fire Control Service staff who, if in doubt, can also seek advice from the duty officer as to whether to mobilise or not. This can include floods, animal rescue etc, but callers will be referred to more other appropriate agencies that can deal with the event when necessary.

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## BFRS Ref:

1369

## Information request:

I am writing to make a request for information under the Freedom of Information Act 2000.

If this request is too wide or unclear, I would be grateful if you could contact me as I understand that under the Act, you are required to advise and assist requesters. If any of this information is already in the public domain, please can you direct me to it, with page references and URLs if necessary.

I understand that you are required to respond to my request within the 20 working days after you receive this letter.

- 1) Has your organisation completed all of the government's '10 steps to cyber security',  
Yes  
No
- 2) Have you suffered Distributed Denial of Service (DDoS) cyber attacks on your network in the last year?  
Yes  
No
- 3) If so, how many DDoS attacks did you experience during 2016?
  - Attacks occur weekly or even daily
  - Attacks occur monthly
  - Less than a handful of attacks during the entire year
- 4) Has your organisation ever been the victim of a DDoS attack which was used in combination with another type of cyber attack, such as a demand for ransom/ransomware, network infiltration or data theft?  
Yes  
No
- 5) How do you know if you've suffered a DDoS attack?
  - End-users have complained of a service issue
  - We noticed high bandwidth spikes with other network security tools
  - We experienced infrastructure outages/failures, (e.g. firewalls went down)
  - We experienced application failures, eg. Websites going down
- 6) Does your method of DDoS mitigation detect sub-saturating DDoS attacks of less than 30 minutes in duration, which do not typically overwhelm the network?  
Yes  
No

### Response:

Further to your request for information about cyber security, which I have considered under the terms of the Freedom of Information Act 2000 (FOIA), I am writing to advise you that in respect of question 1 "Has your organisation completed all of the government's '10 steps to cyber security'", that following a search of our paper and electronic records, I have established that the information you requested is not held.

In respect of questions 2 – 6 please accept this as a refusal notice issued under Section 17 of the FOIA in respect of your request for information under Section 1 (1) of the FOIA. The Buckinghamshire and Milton Keynes Fire Authority (the Authority) neither confirms nor denies that the information requested is held as this information is exempt under section 31(1)(a) Law enforcement as set out below:

Section 1 (1)(a) and (b) gives a general right of access to information held by a public authority and any person making a request to a public authority is entitled to be informed in writing by the public authority whether it holds the information of the description specified in the request, and, if that is the case, to have that information communicated to him. However under the exemption at section 31(1)(a) the duty to confirm or deny does not arise if this would or be likely to prejudice the prevention or detection of crime.

Section 31 can be claimed by any public authority to protect information on a public's authority's systems which would make it more vulnerable to crime. The Authority believes that to confirm or deny whether information is held with regards to questions 2 -6 would be likely to prejudice the security of its information and information systems.

Section 31(1)(a) is subject to the 'prejudice test' and the Authority believe that that, in all the circumstances of the case, the public interest in maintaining the exclusion of the duty to confirm or deny outweighs the public interest in disclosing whether the authority holds the information.

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#### BFRS Ref:

1368

#### Information request:

Please state the amount spent by the fire service on animal rescues in each of the following calendar years:

2014

2015

2016

Please state the number of animals rescued by the fire service in each of the following calendar years:

2014

2015

2016

Please provide an annual breakdown by type of animal rescued, and brief details about each incident (if possible within the cost limit).

Has the fire service charged members of the public for any of these rescues in the last 3 calendar years? If so, please provide a breakdown of these charges.

Does the fire service employ (or have you every employed) an animal rescue specialist?



## Response:

Further to your request for information about animal rescues, Please see spreadsheet attached which has been redacted to remove the addresses, Officer in Charge and appliance details. The spreadsheet also contains data for 2013 as your request came in at the same time as a similar request.

Charges for services are not broken down per-incident but further information about "special service" charges can be found on our website.

Buckinghamshire and Milton Keynes have not charged members of the public for any of these rescues in the last 3 calendar years. Although operational employees are being given relevant animal rescue training (such as horse rescues) we do not and have never employed an animal rescue specialist.

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## BFRS Ref:

1367

## Information request:

The following request for information is made under the relevant sections of the Freedom of Information Act.

- Are staff employed by the fire authority (including firefighters) permitted to undertake secondary employment?
- What conditions are placed on staff (including firefighters) employed by your fire authority who wish to undertake secondary employment in periods where they are not required for work for the fire and rescue service?
- What audit checks are undertaken to ensure compliance with the conditions required for secondary employment?
- What sanctions are applied to staff who fail to comply with the secondary employment conditions?
- What number of staff were disciplined for failure to comply with the secondary employment conditions, in the calendar years 2015 and 2016? What sanctions were applied in each case where failure to comply with the policy was established?

- Please forward a copy of fire authority policy regarding secondary employment of staff.
- Does the fire and rescue service secondary employment policy apply to all secondary employment work undertaken by staff? If not, what areas of secondary employment are excluded from the policy?
- Has the fire authority/fire and rescue service adopted the guidance by the Chief Fire Officers Association (CFOA) dated 30 November 2015 and issued to for all UK Fire and Rescue Authorities, in relation to FRA trading companies?

If not - has the fire and rescue authority/fire and rescue service determined not to adopt the CFOA guidance?

### Response:

Disclosure Log - response to request 1367.pdf

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### BFRS Ref:

1366

### Information request:

Our company are doing a case study on a Flood Warning System that we installed in various Fords in Dorset that have been in operation since 2010. The project was commissioned by the Environment Agency in response to a fatality that happened at a Ford in Dorset. Having gathered pre/post installation data, we have found a dramatic drop in incidents relating to vehicles recovered from these sites. Due to the costs they can save and obvious improvements to road safety, we are trying to build a case for these Flood Warning Systems to be installed in every flood blackspot & river ford that commonly have incidents.

So to help with our case study, we're trying to build a picture in each County of the locations and how many incidents Fire & Rescue Service are involved with where cars/ motorists needed recovered over a period of say the last 5-10 years, either in flood blackspots or river fords(if this data is available). We realise this is only part of the data as not all incidents would have involved Fire & Rescue Services. We are also trying to quantify the savings per annum.(Insurance claims, Public services).

The main problem the Flood Warning System deals with is the sudden risk levels that occur in flash flooding, with Fords the situation can become dangerous within minutes, Drivers get caught out when they're unsure if its safe or not. The warning system gives real time water level updates to the oncoming vehicle, so removes the uncertainty.

## Response:

Further to your request for information about flooding incidents. Having undertaken an extensive search of our records for incidents where the property type is a vehicle and the incident type was flooding or rescue from water, since 2012, please find attached spreadsheet. We have provided the XYs for these locations so they can establish trends.

Disclosure Log - response to request 1366.xlsx

These are not necessarily all the incidents we have attended with vehicles in water. Since I have started checking IRS reports when no action has been taken by the brigade the IRS has been completed as no action. As a result there might be incidents where there were vehicles in water but they were removed or the individual rescued before our crews attended.

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## BFRS Ref:

1365

## Information request:

Please could you provide me with a record of all incident reports you received in the calendar years 2016, 2015, 2014 and 2013 that involved the rescue of animals:

For each one, please detail:

- the animal(s) rescued
- the area in which the rescue took place (by local authority area or similar)
- a description of the incident

Please provide each year's worth of records separately.

If it is not possible to provide information for all animals, please could you provide data on the following:

- Swan/swans
- Goose/geese
- Horse/horses
- Cow/cows
- Sheep
- Cat/cats
- Dog/dogs
- Badger/badgers

## Response:

Disclosure Log - response to request 1365.xlsx

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## BFRS Ref:

1364

## Information request:

I would like to submit a freedom of information request for the following document relating to the following ICT Documents:

1. ICT Strategy- I require the document that hold future plan and strategy of the organisation's ICT department.
2. ICT Departmental Business Plan
3. ICT Technical Strategy
4. ICT Structure
5. ICT Capital budgets and programmes

## Response:

- 1) ICT Strategy 2014-2019 Review & Progress Report V2.2 attached is the latest this organisation holds.
  - 2) We do not have an ICT Departmental Business Plan document.
  - 3) We do not have an ICT Technical Strategy document, nor have we ever held such a document.
  - 4) Our ICT Structure is attached.
  - 5) See ICT Capital budgets & Programs attached.
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## BFRS Ref:

1363

## Information request:

**Q1** - How many diesel fuelled generators do you have as either primary, back-up or mobile solutions?

**Q2** - What are your operating costs and maintenance regimes for these devices?

**Q3** - Do you have issues with their reliability or performance?

**Q4** - Are you considering opting for an alternative solution such as hydrogen fuelled generators?

**Response:**

Thank-you for your request for information about diesel generators. Please find our response below:

- 1) Reply – Six
- 2) Reply - £3,272.00 on annual service and load test.
- 3) Reply - No (Have had only One reactive defect reported this financial year)
- 4) Reply - No. (A). Hydrogen does not have a sufficient national supply network to ensure BFRS have readily available resupplies in the event of a national crises etc. (B). Hydrogen gas has to be stored in specific pressurised containment vessels/ storage tanks. The alterations and cost that would have to be made for these tanks to be installed and maintained on the relevant sites. Would be unreasonable at this time.

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**BFRS Ref:**

1362

**Information request:**

To whom this may concern,

I am writing to request information under the Freedom of Information Act 2000 concerning chaplaincy provision in the fire and rescue service. Please find the specific questions below.

- 1) Do you employ a chaplain (or equivalent) or team of chaplains (or equivalent), and if so, how many, and which religion or belief do they follow?
- 2) Do you enlist the services of any chaplains (or equivalent) in a voluntary capacity, and if so, how many, and which religion or belief do they follow?
- 3) If you employ a chaplain (or equivalent) or team of chaplains (or equivalent) on what contractual basis to you employ them? E.g. full-time, part-time, or sessional?

- 4) If you employ a chaplain (or equivalent) or team of chaplains (or equivalent), what is the total cost of employment, including total salary cost, expenses, and any maintenance or upkeep costs of places of worship for which the fire and rescue service is liable?
- 5) Do you enlist the service of any secular equivalent chaplains, i.e. secular pastoral support workers in either a voluntary or paid capacity?

### Response:

Further to your request for information about chaplaincy services, I can confirm that we have one Brigade Chaplain, on a voluntary ad-hoc basis, who worships under a Christian Faith.

There is no cost to Buckinghamshire Fire and Rescue Service (BFRS).

BFRS does not currently provide any secular equivalent Chaplain's.

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### BFRS Ref:

1361

### Information request:

Can you please provide me with the following information:

1. Which departments in your Fire Brigade/Service use Body Worn Cameras (BWC)? Please include job roles.
2. Is this part of a pilot programme or has the technology has been adopted on a permanent basis?
3. How many BWCs has your Fire Brigade/Service purchased over the past 3 years and how many are deployed at any given time?
4. Who is the portfolio lead for the purchase, deployment and maintenance of BWCs in your Fire Brigade/Service?
5. Please confirm the procurement mechanism (tender or framework) which was utilised to procure the BWC's and their associated software, and when the next tender process for BWC's is expected to be re-tendered?
6. If you do not currently have BWC's, does your Fire Brigade/Service propose to introduce BWCs over the next 2 years?

7. If your Fire Brigade/Service proposes to introduce BWC's over the next 2 years, which departments will be provided with BWC's?

**Response:**

Thank –you for your request for information about body-worn cameras.

1. At this time, no Buckinghamshire Fire and Rescue Service departments use Body Worn Cameras (BWC).
2. N/A
3. None.
4. N/A
5. Nothing planned.
6. N/A
7. N/A

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**BFRS Ref:**

1360

**Information request:**

I am writing to request the following information under the Freedom of Information Act. The number of individual call outs by the force to false fires prompted by automatic fire alarms in 2012, 2013, 2014, 2015 and 2016.

A breakdown of the above call outs by the type of premises they occurred at e.g. school, business, hospital etc.

The estimated cost of each call out by the fire service.

**Response:**

Disclosure Log - response to request 1360.xlsx

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**BFRS Ref:**

1359

**Information request:**

**Response:**

This was not a FOI but was answered as follows:

Thank-you for your request for information about how decisions are made regarding collaboration projects. You will be able to find information about collaboration on our website at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk) – there is also a very good paper explaining collaboration activity that can be found here:

[https://bucksfire.gov.uk/files/9214/8068/6630/ITEM\\_13\\_FIRE\\_REFORM\\_-\\_COLLABORATIVE\\_WORKING\\_cover\\_report\\_14122016\\_CFA\\_Annexes.pdf](https://bucksfire.gov.uk/files/9214/8068/6630/ITEM_13_FIRE_REFORM_-_COLLABORATIVE_WORKING_cover_report_14122016_CFA_Annexes.pdf)

A simple explanation of our processes is as follows:

When a new initiative/replacement plan is being investigated at any of the three Thames Valley Fire and Rescue Services (FRS) – Buckinghamshire, Oxfordshire and Royal Berkshire - the leading FRS will discuss the initiative with, as a minimum, the other two Thames Valley FRS' and, where relevant, other partner organisations to see if this would be of interest to them at this time. These decisions are made locally by each Authority/partner.

Where budget and individual priorities permit this may be agreed as a suitable collaboration project and one of the FRS' will lead on the initiative on behalf of all the partners and appropriate project management arrangements will be put in place to scrutinise and progress the project.

When going out to tender this will be led by the lead partner. In Buckinghamshire FRS the e-tendering portal we use is In-Tend and we always advertise all our requirements.

There is no Audio Visual equipment under discussion as a collaboration project at this time.

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**BFRS Ref:**

1358

**Information request:**

Please could you provide me with the following figures for 2015/16:

Total number of accidents

Total number of fire and rescue service vehicles involved

Number of "vehicle damage only"

Number of service personnel killed

Number of service personnel injured

Number of non-service personnel killed

Number of non-service personnel injured

**Response:**

Disclosure Log - response to request 1358.xlsx

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**BFRS Ref:**

1357

**Information request:**

The number of incidents attended at prisons and youth detention centres in each year from 2011 to 2016? The number of these incidents which were linked to 'legal highs' or 'NPS' such as 'Spice' or 'Black Mamba'? Please provide figures broken down by year.

**Response:**

Further to your request for information about incidents in prisons and youth detention centres, please find below the number of incidents (fire, special service and false alarm) attended by Bucks Fire for each calendar year.

Please note - none of these incidents were recorded as drugs or alcohol being a contributory factor, only fire incidents record this information about drugs.

2011 - 35

2012 - 28

2013 - 25

2014 - 27

2015 - 29

2016 - 32

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#### BFRS Ref:

1356

#### Information request:

Currently we're looking to understand commercial fire risk in the UK. We started with the London Fire Brigade incident data, and are now expanding our study to include Buckinghamshire.

So far we have counties from Yorkshire & Humberside, and Eastern regions signed up. The outcome of the study will be to identify which types of property are particularly susceptible to fire. We'd be very happy to share our results with your fire prevention team if they're interested.

The specific fields from the IRS that we're looking for are below, and the date range is from April 2009 to present.

- id 1.1
- time and date 2.1
- property type 3.2
- building name 4.2a
- postcode 4.2b
- business (name, type) 4.2
- cause of fire 8.1
- location of start of fire 8.14
- extent of flame and heat damage 8.22
- horizontal damage area 8.25

**Response:**

Disclosure Log - response to request 1356.xlsx

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**BFRS Ref:**

1355

**Information request:**

I am requesting information regarding the number of reported domestic fires caused in the kitchen in 2016, within the Buckinghamshire Fire and Rescue Service. I would also like to know how many of these reported fires were caused as a direct result of an oven/cooking appliance.

**Response:**

During the 2016 calendar year we recorded 201 fires in domestic properties where the room of origin was a kitchen. Of these incidents, 120 were caused directly by a cooker incl. oven and an additional 44 were caused by another type of cooking appliance.

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**BFRS Ref:**

1354

**Information request:**

Please may you provide me the manufacturer and type of siren, and lightbar, utilised on the BFRS Scania fire pump appliances.

**Response:**

Further to your request for information about the Scania appliances I can confirm that these are fitted with a Woodway Freedom series LED lightbar, Woodway Alpha or Beta siren with SA40 Lo-Pro 100W siren speaker.

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**BFRS Ref:**

1353

**Information request:**

1. Please provide the number of Watch Managers (Control) at the Buckinghamshire Fire and Rescue Service.
2. Please provide the names of all roles/grades senior to Watch Managers (Control), along with the number of personnel at each role/grade.

**Response:**

Thank-you for your request for information about Watch Managers Control at Buckinghamshire Fire and Rescue Service (BFRS).

BFRS no longer operates a Control Room but shares a Thames Valley Fire Control Service with Royal Berkshire and Oxfordshire Fire and Rescue Services.

I have forwarded your request to Royal Berkshire and Oxfordshire Fire and Rescue Services for their consideration.

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**BFRS Ref:**

1352

**Information request:**

To request the following information from Finance (Accounts Receivable/Payable) and IT (Information Technology):

- a) Who provides the organisations BACS payments and Direct Debit collection software?
- b) Please provide a list of your suppliers of the above software.
- c) How you came to the decision to choose these companies?
- d) Are these solution(s) hosted on premise or cloud hosted?
- e) Please provide expenditure on computer software used for Bacs payment processing and Direct Debit collection. For financial years 2014/2015 and 2015/2016.

- f) When does your current contract(s) with BACS payment and direct debit collection software expire?
- g) Will this service(s) be tendered and if so where?
- h) What is the total value of your current BACS payment and Direct Debit collection software contract(s) and over what period?
- i) With whom does the organisation hold its primary bank account?
- j) Does the organisation, acting as a Bureau, provide Bacs processing on behalf on any other organisation?
- k) What payments types does the organisation use? (e.g Bacs (Direct Credit), Direct Debit, Faster Payments, etc.).
- l) Who is the person responsible for BACS processing and Direct Debit collection software?.
  - Name
  - Position
  - Telephone Number
  - Email

#### Reponse:

- a) BACS provided by Buckinghamshire County Council (BCC). We do not collect Direct Debits.
- b) Bottomline Technologies (through agreement with BCC).
- c) This was the solution determined by BCC as part of the service level agreement (SLA) for the finance system.
- d) Hosted by BCC.
- e) Not known as not separately itemised within SLA.
- f) The SLA with BCC for the finance system finishes on 31.03.2017 (with a read-only extension for a further 3-6 months as required).
- g) No, agreement for bureau provision within contract for new finance system.
- h) Not separately itemised.
- i) Lloyds Bank.
- j) No

- k) BACS, faster payments, CHAPS
  - l) Please be aware that details of our employees are exempt under section 40 of the Freedom of Information Act 2000. We publish details of our Senior Management Team on our website and general enquiries can be directed through our switchboard or general enquiries email address.
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**BFRS Ref:**

1351

**Information request:**

I am requesting the following information under the Freedom of Information Act: 1. A list of all recorded fires that occurred at the location of cannabis farms/plantations in 2016, including the date and location

The report (if any) for each fire listed in response to question 1.

**Response:**

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**BFRS Ref:**

1350

**Information request:**

For the period beginning January 2006 until the end of December 2016, please provide information for the following questions.

- 1) How many cyclists make complaints to (relevant department) about road safety every month?
- 2) How many road safety incidents take place each month involving a cyclist?
- 3) How many crashes occur each month involving a cyclist and a motor vehicle?

If the data doesn't stretch back to 2006, please use the earliest that you have. When possible, please break up data month by month. Please provide the responses in an Excel spreadsheet and send through to [FOI@agencybrazil.com](mailto:FOI@agencybrazil.com). If you have any questions please send them via email.

**Response:**

Thank-you for your request for information involving cyclists.

Buckinghamshire and Milton Keynes Fire Authority complaints data goes back to 2009 and I have checked our records for each year up to and including the end of 2016 (we have not received any complaints in 2017) and there are no incidents of complaints involving cyclists.

---

**BFRS Ref:**

1349

**Information request:**

When are you going to start publishing call-signs again?

**Response:**

Thank-you for your request for information about call signs.

On advice from the Centre for the Protection of National Infrastructure <https://www.cpni.gov.uk/> we stopped publishing call signs and do not have any plans to start to publish these in the future.

I do apologise if this is inconvenient for you but we do take advice from government agencies and with the threat to the UK still at severe it is important that we do not release information that may be damaging.

---

**BFRS Ref:**

1348

**Information request:**

I would like to make a request under the Freedom of Information (FOI) Act.

I would like to request the FOI responses for the last calendar year.

To clarify: Please send a zip file (or some other way of grouping files) of all final responses and any attachments of all FOI requests you have responded to from January 1st 2016 to today.

If you consider this to take more than the acceptable time limit please provide your FOI log indexing requests and their outcomes. I am aware you may have over 500 requests to compile but please bear in mind the final responses I am asking for should already be considered in the public domain and as such should not need redacting. I hope this makes this request a little less troublesome.

### Response:

Please find attached disclosure log for 2016 to date.

Disclosure Log - response to request 1348.docx

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### BFRS Ref:

1347a

### Information request:

Thank you very much for forwarding my request to the Managing Director of Bucks Law Plus Ltd.

I wonder if you could tell me who this is and give me his contact details.

I find it difficult to understand why the information I requested is not held by the Fire Authority as, according to Companies House website (see link below), Chief Officer Thelwell is a director of this company and according to the latest accounts the Fire Authority owns 5% of the shares.

### Response:

The Managing Director of Bucks Law Plus Ltd is Nick Cave. His correspondence address is as advised on the Companies House website: County Hall, Walton Street, Aylesbury, Buckinghamshire, HP20 1UA. Buckinghamshire County Council's website includes contact details

at: <http://www.buckscc.gov.uk/services/contact-and-complaints/contact-us> and its switchboard telephone number is: 01296 395000.

Buckinghamshire Law Plus Ltd is a standalone local authority trading company that is distinct from Buckinghamshire County Council and Buckinghamshire and Milton Keynes



Fire Authority (BMKFA). As such it is subject to the Freedom of Information Act 2000 in its own right and BMKFA is not required to provide information it is responsible for. However, having confirmed that BMKFA does not hold the information requested I copied Mr Cave on the response for him to review the records of Buckinghamshire Law Plus Ltd and respond to you.

The Freedom of Information Act 2000 provides the public with a general right of access to recorded information held by public authorities. The information you requested is not held by BMKFA but, if I have misunderstood your request and you are asking for information about BMKFA, please clarify your requirements – do telephone me if that would be easier for you. However, if the information you require is about Buckinghamshire Law Plus Ltd you must contact them directly.

---

#### BFRS Ref:

1347

#### Information request:

You might like to look at the blog I have just posted on my blogsite below. As you will see I could not find out what has happened to Bucks Law Plus Ltd which was set up by BCC in 2013.

According to Companies House, you are directors of the company. I would be grateful if you could tell me what has happened to Bucks Law Plus Ltd, including whether it still exists and is operating and whether it is still wholly owned by BCC and the Fire Authority.

I would also be grateful if you could let me have any evidence you have that would demonstrate whether the outsourcing of legal advice has provided value for money for your two organisations. And could I have a copy please of Bucks Law Plus Ltd accounts up to March 2015 which is due today with Companies House.

#### Response:

Further to your request for information about Bucks Law Plus Ltd, the information you have requested is not held by Buckinghamshire and Milton Keynes Fire Authority therefore I am forwarding your request to the Managing Director of Bucks Law Plus Ltd which is subject to the Freedom of Information Act in its own right as a standalone local authority trading company it is defined a public authority under the Act.

---

**BFRS Ref:**

1346

**Information request:**

Can you please provide me with the information for the following calendar years, 2012, 2013, 2014, 2015 and 2016 to date?

How many animals were your firefighters called out to rescue?

Within the cost limit, could you provide some detail of the incidents you were called out to? For example the type of animal and location.

If it is possible within the cost limit, can you please provide a figure for how much these animal rescues have cost the service?

This has been quantified by some fire authorities in recent press coverage - including this example from the Evening Standard in London.

**Response:**

Further to your request for information about animal rescues, please find attached file.

Charges for services are not broken down per-incident but further information about "special service" charges can be found on our website.

Disclosure Log - response to request 1346.pdf.xls.xlsx

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**BFRS Ref:**

1345

**Information request:**

I would like to know how many firefighters have reported being attacked by members of the public whilst on duty.

Please break this down by year 2016, 2015, 2014 and 2013. In each incident please provide detail e.g Firefighter suffered verbal abuse etc.

### Response:

2014- Youths threw stones at the appliance causing damage to nearside lockers.

2015 - The appliance was struck by an object dropped from the over bridge on the motorway

2016 - The landowner verbally abused the attending crew.

See below the number of events where the incident commander completing the Incident Recording System report formally recorded threatened or actual violence occurred at an incident.

2013 = 7 verbal abuse

2014 = 2 harassment; 2 objects thrown; 9 verbal

2015 = 8 verbal; 2 "other" acts of aggression; 1 harassment; 1 physical

2016 = 10 verbal; 1 object thrown; 2 "other" acts of aggression.

---

### BFRS Ref:

1344

### Information request:

Please could you supply the following information:

- a) Any records of the consultation that the Fire Service undertook with the xxx in February 2006;
- b) Any documents relating to the one of your inspecting officer's meeting on site at the xxxx in August 2006, and any relevant documents that came out of that meeting in August 2006

### Response:

As previously advised, we were consulted with regard to applications under the Licencing Act 2003 in Dec 2015 and February 2006. In relation to a planning consultation one of our inspecting officers met on site to discuss requirements on August 2006 with a representative of the xxx and Council.

Therefore any reference numbers would be those of the Council.

---

**BFRS Ref:**

1343

**Information request:**

Further to a conversion last year, I believe you have a hardware support contract ending in the next 3 months, with that in mind could I please express my interest in said contracts. I just require the below information to quote.

- Model Number
- Serial Number
- SLA (Service Level agreement)
- Location
- Software updates

**Response:**

Some data provided but further clarification requested.

---

**BFRS Ref:**

1342

**Information request:**

Please can you provide me with:

- 1) The annual number of times the service was called out to a Pupil Referral Unit, per individual reason for callout per Pupil Referral Unit, for each of the last 5 years
- 2) The monthly number of times the service was a) called out to and b) attended Pupil Referral Units within your jurisdiction, per Pupil Referral Unit, for each month in the last 5 years.

**Response:**

I can confirm this is equipment Buckinghamshire and Milton Keynes Fire Authority (the Authority) still has but we do not release detailed information about the assets we

control or where they are located as this information is exempt under section 31 of the Freedom Of Information Act 2000 (the Act) – law enforcement as to release this information would make the Authority more vulnerable to crime. Therefore this is a refusal notice under section 17 of the Act.

It is thought that the equipment will be replaced in the next two years and this will be notified to prospective suppliers via the Authority website.

---

#### BFRS Ref:

1341

#### Information request:

- 1) Do you have a policy to change the tyres on your emergency vehicles when they reach a minimum tread depth?
  - Yes, we have a formal policy
  - We don't have a formal policy but we do have an accepted practice which we follow in the majority of cases
  
- 2) If you have either a formal policy or accepted practice, at what tread depth do you have the tyres changed on your emergency vehicles?
  - 1.6mm
  - 1.7mm - 2mm
  - 2.1mm- 2.5mm
  - 2.6mm - 3mm
  - 3.1mm - 3.5mm
  - 3.6 mm - 4.0mm
  - Over 4mm
  
- 3) How many vehicles do you have in your fleet? (If possible, please provide breakdowns of makes and models used)

#### Response:

- 1) No
  - 2) I can confirm that the minimum tread depth is 3mm.
  - 3) Disclosure Log - response to request 1341.pdf.xls
-

**BFRS Ref:**

1340

**Information request:**

Could I ask whether the fire service has ever undertaken any inspections at xxxx, or had any correspondence with them at any date (so not limited to 2009 and 2010).

**Response:**

We have checked our records and I can confirm that we have not carried out an audit to confirm compliance with the Regulatory Reform (Fire Safety) Order 2005. This is in line with the service of a risk based audit program that we use within the service resulting in the auditing of high risk premises only.

We have been consulted with regard to applications under the Licencing Act 2003 in Dec 2015 and February 2006. In relation to a planning consultation one of our inspecting officers met on site to discuss requirements on August 2006 with a representative of the club and Council.

---

**BFRS Ref:**

1339

**Information request:**

I am looking for some assistance with regards to an incident – in the form of an oil spill - that occurred at xxxxx on 2nd April 2010. I am interested to know whether the fire service had undertaken any inspections at the xxxx, or had any correspondence with them during the period 2009-2010.

**Response:**

We have checked our records for the period of time requested we have no record of audit or correspondence for those premises.

---

**BFRS Ref:**

1338

**Information request:**

I would like to know the names, job titles and locations of all members of staff who are designated as "Watch Control Officers " and any staff senior to them in the Service (note these are as referenced in Schedule 4 of the Investigatory Powers Act)

[http://www.legislation.gov.uk/ukpga/2016/25/pdfs/ukpga\\_20160025\\_en.pdf](http://www.legislation.gov.uk/ukpga/2016/25/pdfs/ukpga_20160025_en.pdf)

I would like to know the number of people who are:

- Watch Control Officers
- Senior to the above

I would like to know what training has been given to members of staff responsible for application of the Investigatory Powers Act or what training is planned.

I would like to know what guidelines have been issued to members of staff about the Investigatory Powers Act

**Response:**

Information not held – most sections of the Act not brought into force as yet.

---

**BFRS Ref:**

1337

**Information request:**

I am doing a critical evaluation of the 2015 – 20 Public Safety Plan.

I was wondering if you could provide me with any information about the types of programmes that are already in place, as it would be useful to identify what is already being focused on.

## Response:

Thank you for your request for information about the Buckinghamshire and Milton Keynes Fire Authority's business continuity/disaster recovery plans.

I'm very sorry but we do not release any information regarding these plans this information is exempt under section 24 (National Security) of the Freedom Of Information Act 2000.

---

## BFRS Ref:

1336

## Information request:

I was wondering if it would be possible to find out how much money has been spent this year so far on responding to Automatic Fire Alarms that turned out to be false alarms.

## Response:

Further to your request for information about false alarms I can confirm that in the calendar year to date, 2458 appliances attended false alarms (including multiple appliances at the same incident) where the origin was an alarm system.

The average time spend attending from assigned to available was 21 minutes 43 seconds.

The total time attending false alarms this year is 889 hours 16mins.

The Authority does not have definitive costings for attendance at incidents as many factors would need to be considered for this to be accurate. However costs are charged nominally as appliance and crew: £305 + VAT per hour and part of an hour (charges to run from time of leaving station to time of return).

This and other special service charges can be found on the Authority website at: <https://bucksfire.gov.uk/fire-authority/financial-information/services-we-charge/>

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**BFRS Ref:**

1335

**Information request:**

We are interested in your records of call outs for flood related issues. Please find attached our letter outlining our requests in further detail and a map of the study area.

**Response:**

Please find attached the four flooding incidents which fall within their assessment area. We have not been able to provide data for 2000/1.

We do not record details of flooding extent, depth etc. We also don't record details of pumping rate or duration.

Disclosure Log - response to request 1335.docx.xlsx

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**BFRS Ref:**

1334

**Information request:**

If the Fire & Rescue Service were in a fortunate enough position to be ordering new Firefighting Vehicles; could you please confirm which e-tender portal would be used.

**Response:**

Further to your request about fire fighting vehicles, the e-tendering portal we use In-Tend as the E- Portal and always advertise all our requirements.

---

**BFRS Ref:**

1333

**Information request:**

Between January 1 2010 and November 1 2016 how many fire deaths has your fire service recorded where emollient cream (or other skin cream) was listed as a factor? Please could you provide details of each incident, including the date it happened, the age of the victim and a brief description of the circumstances.

For example if the victim was in a bed and lit a cigarette which caused emollient skin cream to catch fire, please state that. Between January 1 2010 and November 1 2016 how many fire incidents were you called to in which a person was injured but did not die, where emollient cream (or other skin cream) was listed as a factor. Again could you please provide details of each incident, including the date it happened, the age of the victim and a brief description of the circumstances.

**Response:**

Further to your request about fire incidents involving emollient/skin cream, I can confirm that we have no recorded incidents where emollient/other skin cream has been identified as being a factor in any fire deaths or injuries.

---

**BFRS Ref:**

1332

**Information request:**

Minimum width for fire engines on un-adopted roads. Please provide location details if applicable.

**Response:**

I'm not aware of any 'legal' or recommended minimum width for roads, but we do get enquiries from time to time asking for the dimensions of a fire engine from housing developers.

The width of the majority of our current fire appliances is 2.9m including the mirrors.

---

**BFRS Ref:**

1331

**Information request:**

I am writing to request information under the Freedom of Information Act 2000. In order to assist you with this request, I am outlining my query as specifically as possible.

1. For each year, 2010, 2011, 2012, 2013, 2014, 2015, and 2016 (to current date), please provide:
  - a. Number of fire deaths per year as a result of accidental dwelling fires
  - b. Number of fire deaths per year total
  - c. Number of incidents resulting in a fire death
2. For each year 2013, 2014, 2015, and 2016 (to current date), please provide:
  - a. The number of home fire safety visits carried out each month (if you do not hold data in this format please provide any data you do have on prevention and safety outreach work visits.)
3. For each year 2013, 2014, 2015, and 2016 (to current date), please provide:
  - a. The percentage of first engine response times to a fire that fell within the target time
  - b. The percentage of second engine response times to a fire that fell within the target time
  - c. The current target response times for first and second engines and details of any changes in these since 2013. (Please note, if this is too wide, please provide data for house/dwelling fires.)

If this information is held by an outside contractor then it is your responsibility under the FOIA to obtain that information.

If it is held by another public body then please can you inform me of this and, if possible, transfer the request to that public body.

If parts of this request would fall outside the time frame allowed by the statute then I ask that you assess which parts you can do it the time frame and notify me of them.

I would be interested in any information held by your organisation regarding my request.

I understand that I do not have to specify particular files or documents and that it is the department's responsibility to provide the information I require.

If you need further clarification, please contact me via the telephone number listed.

If my request is denied in whole or in part, I ask that you justify all deletions by reference to specific exemptions of the Act. I will also expect you to release all non-exempt material.

I reserve the right to appeal your decision to withhold any information or to charge excessive fees.

### Response:

Further to your request for information about Buckinghamshire and Milton Keynes Fire Authority performance data please see our response below:

#### Q1.

	<b>1a</b>	<b>1b</b>	<b>1c</b>
<b>2010/11</b>	0	6	4
<b>2011/12</b>	2	5	5
<b>2012/13</b>	1	5	4
<b>2013/14</b>	2	2	2
<b>2014/15</b>	3	5	5
<b>2015/16</b>	2	3	3
<b>2016/17</b>	0	1	1

#### Q2.

	<b>2</b>
<b>2013/14</b>	6079

<b>2014/15</b>	4550
<b>2015/16</b>	4159
<b>2016/17</b>	1828

It might be worth noting that we have improved our targeting of home safety checks, so we are now target individuals who would likely receive the most benefit from home safety checks.

**Q3.**

	<b>3a</b>
<b>2013/14</b>	73.4
<b>2014/15</b>	72.7
<b>2015/16</b>	73.1
<b>2016/17</b>	75.8

3a. These figures are for all resources, we do not break it down to just engines. These figures include incidents where an engine was not required.

3b. We do not have a response time target for second appliances.

3c. Our target response times for first attendance are currently 80% of incident attended in 10 mins and 99% of incidents attended in 20 mins.

---

**BFRS Ref:**

1330

## Information request:

I want to apologise in advance for the length of this request but can you please read all the information within the request this is an urgent request so if you could please provide me with the information before the 20 working days this will be greatly appreciated. I require the organisation to provide me with the following contract information relating to the following corporate software/applications:

1. Enterprise Resource Planning Software Solutions (ERP)
2. Customer Relationship Management (CRM) Solutions
3. Human Resources (HR) and Payroll Software Solutions
4. Finance Software Solutions

Along with the actual contract information for the above can you also provide me with the maintenance and support contract associated with each of the categories above if it not already within the existing contract. For each of the categories above can you please provide me with the relevant contract information listed below:

1. Software Category: ERP, CRM, HR, Payroll, Finance
2. Software Supplier: Can you please provide me with the software provider for each contract?
3. Software Brand: Can you please provide me with the actual name of the software. Please do not provide me with the supplier name again please provide me with the actual software name.
4. Contract Description: Please do not just state two to three words can you please provide me detail information about this contract and please state if upgrade, maintenance and support is included. Please also include the modules included within the contract.
5. Number of Users/Licenses: What is the total number of user/licenses for this contract?
6. Annual Spend: What is the annual average spend for each contract?
7. Contract Duration: What is the duration of the contract please include any available extensions within the contract.
8. Contract Start Date: What is the start date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.
9. Contract Expiry: What is the expiry date of this contract? Please include month and year of the contract. DD-MM-YY or MM-YY.

10. Contract Review Date: What is the review date of this contract? Please include month and year of the contract. If this cannot be provide please provide me estimates of when the contract is likely to be reviewed. DD-MM-YY or MM-YY.
11. Contact Details: I require the full contact details of the person within the organisation responsible for this particular software contract (name, job title, email, contact number).

If the organisation have an outsourced provider that looks after all software can you please request this information from your provider? If any of the information is not available please can you provide me with the notes on the reasons why?

If possible can you please input the information on the spreadsheet provided. Please download the file via the link.

### Response:

Further to your request for information about software systems I can confirm that we do not have an ERP or CRM system. The Payroll system to has been awarded to Midland HR whose iTrent system will replace the current SAP system. We are also using SAP as our Finance system. We currently use Gartan for HR and this agreement is due to expire at the end of February 2018. Further details of Authority contracts can be found on our website.

---

### BFRS Ref:

1329

### Information request:

Hi was there a fire recently at a sailing club in Buckingham were someone died?

Just may know the person who died.

### Response:

Requested clarification. None received within three months so request closed.

---

## BFRS Ref:

1328

## Information request:

Can you please email me the BMI scores of all of your operational staff, together with their fitness test scores (including the particular fitness test performed (Chester Treadmill Test/Step Test/Bleep Test/Drill Yard/Functional Test etc), and the numbers who pass, require a retest & fail).

So that I am comparing UK Fire Services for the same time period, can you please provide the data as of June 2015.

I am aware that such information can be deemed as sensitive. Therefore, I do not require any names, stations, watch's, rank etc; just figures would be fine. However, it would be helpful, and prove more accurate a report, if the ages of said operational staff were also available in relation to their BMI and fitness test status/score.

## Response:

Further to your request for information about numbers of operational employees fitness testing, please the table below detailing the results of all operational employees as of June 2015.

The 'Chester Step Test' was the particular test utilised and will only currently record the outcome of the fitness test, notably whether an individual has passed (fit for duty), been referred (remain on operational duty) and fail (removed from operational duties).

Please note, Buckinghamshire Fire and Rescue Service do not use BMI.

The column entitled 'referred' relates to those employees who need to undergo in most instances a work environment hearing assessment.

The Authority have adopted a minimum aerobic capacity standard of 42mlsO<sub>2</sub>/kg/min for frontline operational roles, which reflects the findings of the research project into the metabolic and cardiovascular demands placed on UK Fire and Rescue Service operational employees, undertaken by the University of Bath and the CFOA Firefit Steering Group.



	Age range	Tested in the last three years?	Delayed	Passed	Referred	Failed	Total
<b>On-Call</b>	17-24	Yes		1			1
	25-35	Yes		28	1	1	30
	36-45	No		1			1
		Yes		20	1	1	23
	46-55	No		1			1
		Yes		21	2	2	25
	56-65	Yes		9	5	1	15
<b>On-Call Total</b>			1	81	9	5	96
<b>Wholetime</b>	17-24	Yes		1			1
	25-35	Yes	1	67	1		69
	36-45	No		2			2
		Yes		94		2	96
	46-55	No		3			3
		Yes		79	4	3	86
	56-65	Yes		2			2
<b>Wholetime Total</b>			1	248	5	5	259
<b>Total</b>			2	329	14	10	355

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**BFRS Ref:**

1327

**Information request:**

How much money has been paid to exorcists over the past 12 months for properties owned or operated by your organisation.

**Response:**

There have been no payments made to exorcists in the period.

---

**BFRS Ref:**

1326

**Information request:**

I am currently embarking on a research project around Cyber Security and was hoping you could provide me with some contract information relating to following information:

- 1) Standard Firewall (Network) - Firewall service protects your corporate Network from unauthorised access and other Internet security threats.
- 2) Intrusion Detection - network intrusion detections systems (IDS) and network intrusion prevention systems (IPS) services that detect Web application attacks and include anomaly-awareness in addition to handling older threats that haven't disappeared.
- 3) Web Applications Firewall - A Web application firewall (WAF) is a firewall that monitors, filters or blocks the HTTP traffic to and from a Web application.
- 4) Threat Monitoring - organisations and security analysts to identify and protect against security threats.
- 5) Anti-virus Software Application - Anti-virus software is a program or set of programs that are designed to prevent, search for, detect, and remove software viruses, and other malicious software like worms, trojans, adware, and more.
- 6) Encryption Facilities - s a host based software solution designed to encrypt sensitive data before transferring it to tape for archival purposes or business partner exchange.

- 7) For each of the different types of cyber security services can you please provide me with:
- a. Who is the existing supplier for this contract?
  - b. What does the organisation spend for each of contract?
  - c. What is the description of the services provided for each contract?
  - d. What is the expiry date of each contract?
  - e. What is the start date of each contract?
  - f. What is the contract duration of contract?
  - g. What is the hardware brand? If available.
  - h. What is the software brand? If available?
  - i. The responsible contract officer? Full name, job title, contact number and direct email address.

### Response:

- 1) Our Firewall provision is supplied as part of a Wide Area Network and is provided by Udata part of the Capita group as part of a range of services provided to Bucks County Council, Local Borough Councils and Bucks Fire and Rescue, the choice of hardware / software is determined by them, it is not possible to split the cost of firewalls out of the overall contract
- 2) Our IDS provision is supplied as part of a Wide Area Network and is provided by Udata part of the Capita group as part of a range of services provided to Bucks County Council, Local Borough Councils and Bucks Fire and Rescue, the choice of hardware / software is determined by them, it is not possible to split the cost of IDS out of the overall contract
- 3) Our WAF provision is supplied as part of a Wide Area Network and is provided by Udata part of the Capita group as part of a range of services provided to Bucks County Council, Local Borough Councils and Bucks Fire and Rescue, the choice of hardware / software is determined by them, it is not possible to split the cost of WAF out of the overall contract
- 4) Our Threat Monitoring provision is supplied as part of a Wide Area Network and is provided by Udata part of the Capita group as part of a range of services provided to Bucks County Council, Local Borough Councils and Bucks Fire and Rescue, the choice of hardware / software is determined by them, it is not possible to split the cost of Threat Monitoring out of the overall contract
- 5) Our AV is supplied as part of our Microsoft Agreement, and it is not possible to split the cost of this out of the overall contract
- 6) We do not currently, make use of this type of technology

- 7) We do not release the contact details of any but our most senior employees. The director responsible for Procurement is David Sutherland <https://bucksfire.gov.uk/about-us/our-strategic-management-board/david-sutherland/> and he can be contacted <https://bucksfire.gov.uk/contact-us/>, through our main switchboard or email contact list.
- 

**BFRS Ref:**

1325

**Information request:**

How many Ethnic Minority, Female and White Male firefighters have been recruited by Buckinghamshire Fire Service in the last 15 years, by year?

**Response:**

Disclosure Log - response to request 1325 edi.pdf.docx

Disclosure Log - response to request 1325.docx.xlsx

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**BFRS Ref:**

1324

**Information request:**

Is it possible for you to send some information about the amount of calls you get between 0900 - 1700 Monday - Friday.

**Response:**

Appliance xxxx was mobilised 22 times during this period (between 0900-1700 Monday-Friday).

At these incidents it was required on average for 58mins 30sec from being assigned to being available.

---

## BFRS Ref:

1323

## Information request:

I would be grateful if you would provide me with the following information with regard to expenditure made by the Fire and Rescue Authority (FRA) in relation to the Chief Fire Officers Association (CFOA) for the financial years 2014/15 and 2015/16.

- 1) What was the annual subscription/corporate payment made for the above financial years in respect of the CFOA?
- 2) Are the annual subscriptions of individual CFOA members in the FRS paid by the FRA?
- 3) How many of your personnel are members of CFOA that the FRA pay for?
- 4) If the individual membership subscriptions are paid by the FRA what was the total expenditure for the subscriptions for the above financial years?
- 5) What was the expenditure by the FRA for the above financial years paid to CFOA in respect of attendance of officers and Members of the FRA at CFOA conferences, seminars, meetings including - cost of event, travel, overnight stay?
- 6) What is the budgeted expenditure for the annual subscription/corporate payment made for the current financial year (2016/17) in respect of CFOA?
- 7) What is the budgeted expenditure for individual subscriptions of CFOA members in the FRS made for the current financial year (2016/17) in respect of CFOA?
- 8) If any employee paid for by FRA or individual are members of CFOA, what is the cost of their employment including NIC, and pension contribution whilst attending any CFOA event? i.e. If a Chief Fire Officer is away for two days for a CFOA event or on CFOA business, what is the cost to the organisation for that person's salary?

## Response:

- 1) 2014 / 15 - £32,785 (excluding VAT)  
2015 / 16 - £14,580 (excluding VAT)
- 2) Yes
- 3) Eight members
- 4) 2014-15 - £1,920

2015-16 - £1,720

5) 2014-15 - £5,020 (excluding VAT)

2015-16 - £8,134 (excluding VAT)

6) 2016-17 - £36,020 (excluding VAT)

7) 2016-17 - £1,920

8) It costs the FRA £1,013 to send the Chief Fire Officer away for two days for a CFOA event or on CFOA business.

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**BFRS Ref:**

1322

**Information request:**

Can you tell me please which stations the new MAN / Rosenbauer pumps are being stationed at?

**Response:**

This decision has yet to be finalised therefore the information is not held.

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**BFRS Ref:**

1321

**Information request:**

1. The number of wholetime firefighters employed by the fire authority from 2011 to 2016 inclusive, broken down by year.
2. The number of retained firefighters employed by the fire authority from 2011 to 2016 inclusive, broken down by year.
3. The number of new starter wholetime firefighters employed by the fire authority from 2011 to 2016 inclusive, broken down by year.

4. The number of new starter retained firefighters employed by the fire authority from 2011 to 2016 inclusive, broken down by year.
5. The number of wholetime firefighters who have left the employment of the fire authority from 2011 to 2016, inclusive, broken down by year.
  
6. The number of retained firefighters to who have left the employment of the fire authority from 2011 to 2016 inclusive, broken down by year.

**Response:**

Disclosure Log - response to request 1321.pdf.docx

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**BFRS Ref:**

1320

**Information request:**

The number of Road Traffic Collisions (RTC's) attended as a proportion of all incidents attended; this reported on an annualised basis covering the last five available years (financial or calendar, whichever is most convenient).

**Response:**

Please see below are the number of RTCs for the last five complete tax years. I have also provided the percentage of total incidents (excluding co-responder incidents) for each year which were RTCs.

2011/12 - 503 - 7.10%

2012/13 - 493 - 7.56%

2013/14 - 526 - 7.72%

2014/15 - 473 - 7.55%

2015/16 - 512 - 8.04%

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**BFRS Ref:**

1319

**Information request:**

I would like the service to provide me with details of the Retained/On-Call fire appliances that have been off the run over the most recent 12 month period.

I would like these details to be broken down into the number of hours per month that an appliance has been unavailable on a station by station basis and also expressed as a percentage figure of the time that the appliances have been off the run.

**Response:**

Disclosure Log - response to request 1319.pdf

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**BFRS Ref:**

1318

**Information request:**

I have been wanting to send a freedom of information request relating to the Council's existing contracts relating to facilities management. Lift Service and Maintenance; Air Conditioning and Ventilation Servicing and Maintenance Cleaning and Janitorial Mechanical and Electrical Maintenance; Property Maintenance; and Day To Day Repairs.

In regards to the types of contracts I have displayed above can you please send the Council's primary contracts?

Or can you please send me the contract that are above £1000.

Also, so that I understand the information you have provided to me please state information if the Council doesn't have any contract I have stated within this request.

1. Contract Type - Please use the list I have provided above.
2. Existing Supplier - Please state the supplier for each contract.
3. Annual Spend - Please can you provide me with the spend for each individual supplier.



4. Contract Duration- please note if there are any extensions period available and if so what?
5. Contract Start
6. Contract Expiry
7. Contract Review
8. Contract Description- a small description of the type of services included within each contract.
9. Number of sites covered for each contract e.g. the Council may have a maintenance agreement with a supplier that covers several sites/buildings.
10. Can you also send me the contact details of the person within the Council that is responsible for each one of these contract you have submitted.

**Response:**

Pending a response.

---

**BFRS Ref:**

1317

**Information request:**

1. What was the latest price paid per ream (500 sheets) of standard white copier paper (80 gsm or equivalent)?
2. If the answer to question 1. is not representative of a usual price paid, what is the average price paid per ream of copier paper during financial year 2015/16?
3. How many reams of copy paper were purchased during the 2015/16 financial year?

**Response:**

We have discussed your request with the current supplier who has explained that their prices are per box not per ream and prices may vary from customer to customer based on (for example) quantities procured over a specified period of time. Therefore disclosure of their charges to Buckinghamshire and Milton Keynes Fire Authority is exempt under section 43 (2) of the Freedom Of Information Act 2000 (the Act) which states that information is exempt information if its disclosure under the Act would, or would be likely to, prejudice the commercial interests of any person.

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## BFRS Ref:

1316

## Information request:

- 1) Could you please confirm the typical Communications technology installed on-board Fire Appliances? I am particularly interested in the Pumps and Command Units.
- 2) What is (are) the purpose(s) of the communications technology, for example; GPS tracking of appliance, Telematics, On-Board Diagnostics, Status update (pump on way, pump at incident etc), communicating with other appliances/back to base, event-based streaming of video etc?
- 3) Do you currently make use of CCTV and/or dash cameras on fire appliances?
- 4) Do you currently use body cameras or sensors (such as heat sensors) to help protect firefighters from harm / get better visuals on the incident? If not, do you plan to utilise this technology in the future?
- 5) Do the units make use of the TETRA network or standard mobile communications?
- 6) If the TETRA network is being used, is the hardware compatible with standard mobile communications technology? If not, can the unit(s) be updated or do they need to be replaced to facilitate the change to mobile communications.
- 7) Could you please confirm the model of the communications units being used and the supplier(s) of those units?
- 8) Could you confirm the contract terms these units have been bought on – was this a one-off CAPEX charge or a mixture of CAPEX and OPEX?

## Response:

- 1) Tetra Radios and Mobile Data Terminals.
- 2) Radios are for communications to Control and MDT's are for mobilising, status messaging, GPS location / mapping and provision of risk, hydrant, chemical & vehicle information.
- 3) No dash cams just CCTV.
- 4) No. We have no plans to utilise this technology at this time.
- 5) TETRA.

- 6) No, they need to be replaced.
  - 7) Motorola GP340.
  - 8) Capex.
- 

**BFRS Ref:**

1315

**Information request:**

I would be very appreciative if you could tell me (if the information is recorded) the number of fires in listed buildings that occur annually, the grade of listed building, the cause of fire, details about how the fire spread, details about fire protection that was implemented at the time of the fire (e.g. sprinkler system, etc.), the total damage sustained by the building and, if possible, the construction type of the building (e.g. timber, brick or stone).

**Response:**

Information not held.

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**BFRS Ref:**

1314

**Information request:**

Callouts to vehicles stuck in flooding incidents.

**Response:**

Discussed with agency raising the issue.

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**BFRS Ref:**

1313

**Information request:**

How many fires have occurred in your county or equivalent operational area during the financial year 15/16 which were caused/you believed to have been caused by white goods appliances e.g. washing machine, dishwasher, tumble drier etc ?

Please provide a breakdown stating the make and model of the white goods appliance involved in each fire and please also indicate if any loss of life occurred in relation to that fire.

If it does not exceed the time limit I would also like the same figures and breakdown for the financial year 14/15.

**Response:**

Disclosure Log - response to request 1313.xlsx

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**BFRS Ref:**

1312

**Information request:**

The rota software solution that is currently used to manage staff availability of personnel (wholetime duty/on call firefighters and specialist teams).

The end date of the contract with the current provider and any option to extend the contract.

The name or role and contact details of the most appropriate person to make an approach to in the future.

**Response:**

Gartan Payroll – contract expires December 1st 2017.

Gartan E-Rostering - contract expires January 1st 2017.

As part of our business and information systems (BASI) we will be reviewing this early next year.

Our project manager for this is: Anne-Marie Carter (BASI Project Manager)  
mailto:acarter@bucksfire.gov.uk 01296 744453 / 07966 886689

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### BFRS Ref:

1311

### Information request:

- a) Is your Chief Fire Officer or any other member of staff intending to participate in the Golf Day being organised and hosted by the CFOA Sponsors of their AGM, the response for the attendance is a reply back to PBI Products Limited (the suppliers of firefighting protective fabrics), being held on 11 September 2016 at the Belfry Golf Course, West Midlands.
- b) If your Chief Fire Officer or any other member of staff are intending to be at the above sponsored golf day: - what is the value of the hospitality being provided?
- c) Will the hospitality of the sponsored golf be declared as part of the FRA's hospitality policy?
- d) Are the staff being recorded as on duty or on leave for the golfing event?
- e) Where staff are being recorded as 'on duty' what is the full cost borne by public expenditure of the staff attending the sponsored golf day including; salary, national insurance, pension and other expenses (including travelling).
- f) Is your Fire and Rescue Authority (FRA) currently part of a public tender for personal protective equipment (PPE) for firefighters as: - a public tender issued by your fire and rescue authority?
- g) A public tender via the Chief Fire Officers Association (CFOA), PPE consortium arrangements?
- h) A public tender via another consortium?
- i) Are any of your fire and rescue service staff involved in the PPE evaluation/testing arrangements as part of the any of the above public tenders?
- j) Are any of your fire and rescue staff involved in the CFOA consortium management arrangements.

## Response:

- a) No.
  - b) N/A.
  - c) N/A
  - d) N/A.
  - e) N/A.
  - f) No.
  - g) This is a collaborative tender which Kent FRS is leading and participating in a public tender via the Chief Fire Officers Association (CFOA), PPE consortium arrangement.
  - h) Buckinghamshire FRS is participating in a public tender via the Chief Fire Officers Association (CFOA), PPE consortium arrangement led by Kent FRS.
  - i) Yes, a member of the procurement team and two firefighters from BFRS are participating in the collaborative PPE tender process led by Kent FRS.
  - j) Our Head of Procurement attended the Procurement Workshop for CFO's on 13th September.
- 

## BFRS Ref:

1310

## Information request:

- 1) The annual number of times the service was called out to a Pupil Referral Unit, per individual reason for callout per Pupil Referral Unit, for each of the last five years
- 2) The monthly number of times the service was a) called out to and b) attended Pupil Referral Units within your jurisdiction, per Pupil Referral Unit, for each month in the last five years.

## Response:

Disclosure Log - response to request 1310.xlsx

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BFRS Ref:

1309

Information request:

I would like you to provide me with the following information:

- The total cost of carrying out animal rescues in your area for the last 12 months (June 2015 to July 2016).
- A breakdown of the different types of animals rescued.
- What type and how many incidents involving each one.
- If possible, a breakdown of the costs incurred rescuing those specific types of animal - for example, £100,000 rescuing cats, £50,000 rescuing dogs and so on.
- The total amount of animal rescues which took place in that period.

Response:

Animal Rescues June 2015 to July 2016:

<b>Animal Type:</b>	<b>Number of incidents:</b>
Bird	8
Cat	17
Cow	3
Deer	4
Dog	10
Horse	13
Pony	1
Rabbit	2
Sheep	3
Grand Total:	61

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**BFRS Ref:**

1308

**Information request:**

Can you give me the time of call for this incident also time first and second truck arrived at this incident:

Thursday 18 August, 1.32am Fire involving 1,000 bales of straw, High Street, Whaddon. One appliance and crew from Great Holm, one from Bletchley and one from Broughton attended. Firefighters used an off-road fire engine. Call time and times of arrival of the first and second engines to a fire involving 1,000 bales of straw, in High Street, Whaddon.

**Response:**

The on scene time for the first two appliances was:

18/08/2016 01:47:00

18/08/2016 02:12:30

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**BFRS Ref:**

1307

**Information request:**

I have spoken to the FBU and they believe the agreement from A to B using the conventions was 8 out of 14 achieved or 50%. Can you confirm this?

I believe that all your FDS station managers managing stations are SM'B'. Can you confirm this?



**Response:**

As advised, I cannot confirm the conversion rate as the only available documents do not contain this information.

I can however confirm that station managers in charge of stations are paid at the B rate of pay.

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**BFRS Ref:**

1306

**Information request:**

Copy of an incident report - required FOC

**Response:**

Applicant did not respond to fees request within three months so request closed.

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**BFRS Ref:**

1305

**Information request:**

1. In the last two and a half calendar years, how many fire officers have been:
  - a. Given a written or verbal warning
  - b. Suspended from employment
  - c. Dismissed from employment
  - d. Were subject to other disciplinary proceedings not mentioned above (please state). Please break down by calendar year for 2014, 2015, and 2016 (Jan-June).
2. For each case above, please provide the reason why. For example, repeated absences, failure to follow instructions, etc.

## Response:

I can confirm that the Buckinghamshire and Milton Keynes Fire Authority (the Authority) has completed its search for the information you requested and, owing to the small numbers involved some of this information is exempt under section 40(2) as providing any information where the figures are less than five could lead to the identification of individuals.

The Authority believes that the release of the some of this information would risk identification of the individuals concerned, and therefore be unlawful under the Data Protection Act 1998 as it would be in breach of one or more of the Data Protection Principles. For this reason, the Authority has chosen not to provide an exact figure in cases where the true number falls between one and five.

However, under section 16 of the Freedom Of information Act the Authority has a duty to provide advice and assistance, so far as it would be reasonable to expect the Authority to do so.

Therefore the Authority could offer to provide you with these figures where they are greater than five, or provide you with figures for warnings, suspensions and dismissals as one category – disciplinary action – by year - where the figure is greater than five or any other combination where the figure is greater than five.

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## BFRS Ref:

1304

## Information request:

1. The number of times the fire authority has been asked to provide resources, or attended incidents, at the request of another fire authority from January 1 2011 to August 14 2016 inclusive, broken down by month.
2. The number of times the fire authority has been put on standby to provide resources, or attend incidents, at the request of another fire authority from January 1 2011 to August 14 2016 inclusive, broken down by month.
3. The number of engines operated by the fire authority from 2011 to 2016 inclusive, broken down by year; and

4. The number of firefighters employed by the fire authority from 2011 to 2016 inclusive, broken down by year.

**Response:**

1. Here are the number of over the border incidents attended (with a resource on scene) by Buckinghamshire Fire & Rescue Service - broken down by month as requested, these figures exclude standbys. See below for an explanation of figures.

<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>	<b>2015</b>	<b>2016</b>
January 22	January 6	January 7	January 8	January 8	January 38
February 6	February 16	February 8	February 7	February 11	February 31
March 15	March 13	March 6	March 13	March 9	March 32
April 17	April 9	April 11	April 10	April 8	April 21
May 13	May 18	May 15	May 10	May 32	May 32
June 15	June 7	June 9	June 8	June 28	June 40
July 10	July 17	July 7	July 8	July 34	July 31
August 9	August 11	August 13	August 12	August 29	August 29
September 7	September 13	September 10	September 5	September 24	

October 14	October 7	October 6	October 10	October 34	
November 16	November 14	November 10	November 13	November 35	
December 10	December 6	December 13	December 5	December 27	

2.

Here are the number of over the border standbys attended (with a resource on scene) by Buckinghamshire Fire and Rescue Service - broken down by month as requested. Where there is no figure for the month, there were 0 standbys attended.

<b>2011</b>	<b>2012</b>	<b>2013</b>	<b>2014</b>		<b>2016</b>
January	January 1	January	January	January	January
February	February 1	February	February 7	February 1	February 5
March 1	March	March	March	March	March 6
April	April	April	April 2	April 2	April 4
May 3	May 1	May 2	May	May 1	May 2
June	June	June	June 1	June 3	June 5

July	July 1	July 1	July	July 5	July 8
August	August 1	August	August	August 4	August 7
September 2	September 1	September	September	September 3	September
October	October	October	October 1	October 1	October
November 2	November	November	November	November 5	November
December	December	December	December 2	December 2	December

Please note that Buckinghamshire and Milton Keynes Fire Authority (the Authority) closed both its Control Room and Secondary Control Room to become part of a Thames Valley Fire Control Service (TVFCS) from April 2015. TVFCS operate a “nearest is nearest” (within Thames Valley) mobilising policy – meaning that the response to an incident is based on the location of appliances regardless of which of the Thames Valley Fire and Rescue Services is called to respond, regardless of the location of the incident or attending resources.

The Authority does not record if resources to over-the-border incidents are sent at the request of another Thames Valley Fire and Rescue Service or whether Buckinghamshire Fire and Rescue Service attended the incident, believing it to be in its grounds at the time of mobilisation. As a result these are all attended over-the-border incidents.

These figures only include incidents where a Buckinghamshire Fire and Rescue Service resource, fire appliance or officer, made it on scene. They do not include incidents where a resource was requested by an a Thames Valley Fire and Rescue Service and not mobilised. They also don’t include incidents where resources were “stood down” before arrival.

3.

The number of engines operated by the Fire Authority from 2011 to 2016 inclusive, broken down by year = 101 (this includes officers cars) and the figure has remained stable across the period.

Disclosure Log - response to request 1340 fleet list.xls

4.

The number of firefighters employed by the fire authority from 2011 to 2016 inclusive, broken down by year; Please note that these numbers will include employees twice if they hold a Wholetime and On-Call role.

Disclosure Log - response to request 1340 establishment numbers.xls.docx

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**BFRS Ref:**

1303

**Information request:**

Data regarding fires which have occurred in wind turbines between the period of 2012-2016.

I would like to inquire as to whether your department has any statistics/ data surrounding this topic in Buckinghamshire and Milton Keynes?

Or whether you would be able to put us in contact with a department which has this data.

**Response:**

I can confirm that Buckinghamshire and Milton Keynes Fire Authority has had no incidents in the period 2012-16.

---

**BFRS Ref:**

1302

### Information request:

- a) What manufacturer telephone system are you using?
- b) How many extensions are there on your telephone system?
- c) Who maintains your telephone system?
- d) When does your telephone system maintenance contract expire?
- e) Are you using Lync or Skype for Business?

### Response:

- a) Intertel, Mitel and 10 Panasonic
  - b) Approx 100 across the Mitel and Intertel between 5 and 12 on the Panasonic
  - c) No maintenance we are shortly moving to new Skype for business
  - d) N/A
  - e) Moving to Skype for Business solution provided as part of a Bucks County Council Public Service Network
- 

### BFRS Ref:

1301

### Information request:

I am looking for any information regarding any record of any petroleum products and or hazardous materials at the above mentioned property.

This would include complaints, warning notices, enforcement, solid waste management facilities, old landfills, waste cleanup, storage tanks or petroleum cleanup files for the address.

### Response:

I understand that it is Buckinghamshire County Council who is likely to have this information.

Please accept this as a refusal notice as this information is not held by Buckinghamshire and Milton Keynes Fire Authority.

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## BFRS Ref:

1300

## Information request:

- a) Please disclose the salary of the chief fire officer;
- b) Please provide a breakdown of all benefits, fees, allowances, bonuses, relocation payments and private medical insurance payments for the chief fire officer in the last financial year. In providing the breakdown please disclose the type of benefit, allowance etc and the cost;
- c) Please disclose the value of pension contributions for the chief fire officer in the last financial year
- d) Please disclose the total amount claimed in expenses by the chief fire officer in the last financial year; expenses claimed total
- e) Please disclose whether the chief fire officer has a car provided and, if so: the model of the car and its purchase price or the hire/rental cost;
- f) Please disclose the number of days holiday taken by the chief fire officer in the last financial year.

## Response:

- a) Total salary paid 2015/16 was £140,530
- b) Private medical insurance benefit in kind £936. Bonus payment of £20,000
- c) £20,137; Please not all of the above information is available at:  
Statement\_of\_Accounts\_2015\_16\_Post\_Audit\_Adjustments\_FINAL\_SIGNED.pdf  
page 46)
- d) £134.40
- e) Yes. The make and model of the car driven by the Chief Fire Officer car is deemed as personal information as this car may be used for the carriage of members of his family and therefore is personal information about his family and exempt under section 40(2) of the FOIA. However I can advise you that the car, purchased for the Chief Fire Officer's use, has a purchase value of £33,717.33 + VAT (inclusive of conversion cost to emergency service vehicle).
- f) The CFO annual leave is 35 days scale A, 2 days scale B and 3 days Long Service. This is in line with the National Joint Council arrangements for Brigade managers of Fire and Rescue Services. Public Holiday days are in addition giving a total entitlement of 48 days (including public holidays) of which 34 days were taken.



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**BFRS Ref:**

1299

**Information request:**

Flooding data for Leckhampstead.

**Response :**

Discussed with the relevant manager. No further action required.

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**BFRS Ref:**

1298

**Information request:**

- a) Can you please indicate if the fire and rescue service operates a co-responder scheme with the local ambulance service?
- b) In what situations would the fire service act as a co-responder?
- c) When did the fire service start doing this?
- d) Can you please indicate how many co-responding incidents the fire service has responded to.
- e) What were the average monthly response times to incidents in the 12 months before the co-responding schemes were introduced? What is the average monthly response time now?

**Response:**

- a) Yes
- b) Our co-responders attend a range of medical emergencies alongside South Central Ambulance Service (SCAS) including: A patient in cardiac arrest; A patient who has a serious uncontrolled bleed; A patient who is in need of immediate airway maintenance or will benefit from early high flow oxygen therapy; Unconscious patient; Patient with decreased level of consciousness; Choking; Severe respiratory distress; Signs of shock; Cardiac emergencies; Diabetic emergencies; Epileptic emergencies; Suspected stroke patients.

- c) The first trials commenced in 2012 after a Memorandum of Understanding was agreed in December 2011.
- d) During 2015-16 BFRS Co-Responded to 1954 medical emergencies alongside South Central Ambulance Service (SCAS). At April 1st 2016, we had responded to just under 4000 medical incidents.
- e) Here are the average response times for the 12 months prior to co-responding being introduced.

Jan-11	07:58
Feb-11	08:03
Mar-11	07:47
Apr-11	08:01
May-11	08:15
Jun-11	08:05
Jul-11	07:36
Aug-11	08:03
Sep-11	07:57
Oct-11	08:02
Nov-11	07:45
Dec-11	08:16

These are the response times for the last 12 months, including attendance to co-responder incidents.

Sep-15	08:48
Oct-15	08:26

Nov-15	08:03
Dec-15	08:29
Jan-16	08:24
Feb-16	07:47
Mar-16	08:33
Apr-16	07:48
May-16	08:34
Jun-16	08:26
Jul-16	08:15
Aug-16	07:55

Only one fire appliance/crew attend co-responder incidents.

The majority of our co-responder incidents are attended by specific co-responder vehicles and crews.

---

**BFRS Ref:**

1297

**Information request:**

We are working on a project to rebuild a residential care home in High Wycombe.

This work proposes to demolish the existing building and rebuild the facility and we are preparing a fire strategy for the site.

The fire strategy considers the location of nearby fire hydrants for firefighting.

Please can you advise the locations and status of the street hydrants in the vicinity of the site bounded by Cressex Link, Abbots Way and Cressex Road?

**Response:**

Passed to Water Officer to discuss with applicant.

---

**BFRS Ref:**

1296

**Information request:**

What Document / Records management system/s does the Fire and Rescue Service currently use?

Please include the supplier/vendor name, software product name and version number.

For each system listed please include the following information.

- 1.1/ Is there a current support contract in place for the solution? If so when is the renewal date?
- 1.2/ What is the current annual cost for the solution?
- 1.3/ What year was the solution first purchased?
- 1.4/ What was the first year purchase price of the solution?
- 1.5/ How many users does the council have on the solution?
- 1.6/ Is the solution local or cloud hosted?:

**Response:**

The Authority uses an internet solution which has a built-in document management system.

Please confirm that this is what you are enquiring about.

---

**BFRS Ref:**

1295

## Information request:

Please could you provide me with an extract from your incident data for all incidents from April 1, 2009 to March 31, 2016, where:

- Incident category/group is fire
  - Property type/subtype is any of the following:
    - Building/Other Residential/Sheltered Housing – not self-contained
    - Building/Other Residential/Residential Home/Retirement/Elderly
    - Building/Other Building/Non Residential/Education/Infant/primary school
    - Building/Non Residential / Education / College /University
    - Residential/Residential Home/Nursing/Care
    - Building/Other Residential/Other Residential Home
    - Building/Other Residential/ Nurses'/Doctors' accommodation
    - Building/Other Residential/Hotel/motel
    - Building/Other Residential/Hostel (e.g. for homeless people)
    - Building/Other Residential/Boarding House/B&B for homeless/asylum seekers
    - Building/Non Residential/Hospitals and medical care/Hospital
    - Building/Non Residential/Education/Secondary school
    - Building/Non Residential/Animal boarding/breeding/kennels (not farm)/animal shelter/Other
  - Were Alarm Systems Present? is No Please include at least month and year of incident and ward and district if possible.

## Response:

Disclosure Log - response to request 1295.xlsx

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**BFRS Ref:**

1294

**Information request:**

Would you be able to send me your policy on responding to fire alarms at commercial premises. E.g. do you require a URN?

Discussed with the relevant manager.

**Response:**

No further action required.

**BFRS Ref:**

1293

**Information request:**

- 1) It is a legal requirement that you hold valid TM44 Air Conditioning Assessments if any building has a total of more than 12kw of air conditioning present. Certificates are valid from 5 years of the issue date. Have you undertaken your TM44 Air Conditioning Assessments?
- 2) Q. It is a legal requirement that you hold valid TM44 Air Conditioning Assessments if any building has a total of more than 12kw of air conditioning present. Certificates are valid from 5 years of the issue date. Have you undertaken your TM44 Air Conditioning Assessments?
- 3) Q. Who is the responsible person for ensuring that your buildings are surveyed and assessed, please provide the name, address, email address and telephone number of the responsible person.
- 4) Q. If your TM44 Air Conditioning Assessments Certificates are in place, what is their expiry date?
- 5) Q. What was the order value of the works placed with the Company which undertook the work?
- 6) Q. How many Certificates were produced?
- 7) Q. Was the Assessor independent as required under the Regulations?

8) Q. Name the Assessor organisation.

**Response:**

- 1) Yes
- 2) Yes
- 3) Gordon Wylie, Property Manager, 01296 744691 / 07808 181855.  
Buckinghamshire Fire & Rescue Service, Brigade Headquarters, Stocklake,  
Aylesbury, Buckinghamshire, HP20 1BD
- 4) 14/11/2016
- 5) - Please be advised that the supplier has expressed concerns with this  
information being released. Once I have had a full explanation I will get back to  
you.
- 6) Six
- 7) Yes
- 8) EMTAC Ltd

---

**BFRS Ref:**

1292

**Information request:**

Please could you provide me with a list of all vehicles in use by Buckingham Fire and Rescue Service? For each vehicle please include the following:

- Make and model of vehicle
- If the vehicle is owned or leased
- Which team or department the vehicle is primarily used by
- Which location/station the vehicle is primarily based at
- When the procurement contract for each vehicle is set to expire or be renewed.

Please can you also confirm when the next cycle of vehicle procurement will begin or if this is an ongoing process.

**Response:**

Disclosure Log - response to request 1292.xls

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**BFRS Ref:**

1291

**Information request:**

I request information regards the implementation of the Fire Service rank to role system.

The information request is in relation to the application of the job evaluation process for Station Manager A/B.

When using the system from NJC 09/05 and the subsequent local agreement derived from this.

The question is using the 14 conventions what was the trigger point to move from a SM'A' to SM'B'.

Example answer The trigger point is 8/14 conventions would result in a post being evaluated as a SM'B'.

Can you also confirm what grade 'A or B' station managers with line management responsibility of 2 or more fire stations have been assimilated to.

**Response:**

Disclosure Log - response to request 1291 - Local conventions for SM.pdf

Disclosure Log - response to request 1291 - NJC Circular 09.05 + appendices.pdf

Disclosure Log - response to request 1291 - Station Manager job sizing.pdf

**BFRS Ref:**

1290

**Information request:**

Could you please release the name, telephone number and direct e-mail address for the following personnel within the University:

- Estates Manager.



- Facilities Manager.
- Compliance Manager.
- Health & Safety Manager.
- Sustainability Manager.

Should you not have matching positions please indicate the nearest equivalent, with relevant details.

### Response:

The Authority only releases contact details for its senior employees – its directors and Heads of Service which are listed here:

<https://bucksfire.gov.uk/about-us/our-strategic-management-board/>

David Sutherland is the Director of Finance and Assets (which includes Procurement) and Julian Parsons is Head of Service Development – which includes Health and Safety.

The format for our email addresses is initial surname @bucksfire.gov.uk and our general enquiries switchboard number is 01296 744400.

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### BFRS Ref:

1289

### Information request:

The request is for the attention of the Fire Authority and concerns the matter of vehicle fires.

1. How many vehicle (car or van) fires has the Fire Authority attended in the last three years – please provide a yearly breakdown for 2013/2014; 2014/2015; 2015/2016.
2. If possible, please provide the vehicle make and model for each of the incidents in question 1.
3. If possible, please outline the probable cause of the vehicle fire for each incident in question 1.

### Response:

Disclosure Log - response to request 1289.xlsx

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**BFRS Ref:**

1288

**Information request:**

We request the following information regarding the recent Thames Valley Pumping Appliance tender.

1. Can you please advise the original cost submitted by Emergency One and the final accepted cost.
2. Can you please supply any and all correspondence between Buckinghamshire & Milton Keynes FRS personnel, including any third parties working on this tender, and Emergency One UK Ltd personnel which mentioned pricing or costs.

**Response:**

We have discussed this with relevant organisations and I can now confirm that this information is exempt under section 43 (2) of the Freedom Of Information Act 2000 (the Act). Information is exempt information if its disclosure under the Act would, or would be likely to, prejudice the commercial interests of any person.

---

**BFRS Ref:**

1287

**Information request:**

- 1) Please state the number of
  - a) Trained firefighters (full time equivalent)
  - b) All staff including trained firefighters (full time equivalent) employed by your service.
- 2) Please state the number of a) Trained firefighters (full time equivalent) who were on long term sick leave, defined as being on leave for 28 or more days.
- 3) Please state the number of
  - a) Trained firefighters (full time equivalent)

- b) All staff including trained firefighters (full time equivalent) who were on long term sick leave due to psychological issues (including stress) during each of the following financial years.
- 4) Please state the number of
- a) Trained firefighters (full time equivalent)
  - b) All staff including trained firefighters (full time equivalent) who left the employment of your service
- 5) Please state the number of
- a) Trained firefighters (full time equivalent)
  - b) All staff including trained firefighters (full time equivalent) who left the employment of your service due to psychological issues (including stress) All for each of the following financial years. i) 2011/12; ii) 2012/13; iii) 2013/14; iv)2014/15; v) 2015/16.

**Response:**

Disclosure Log - response to request 1287.xlsx

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**BFRS Ref:**

1286

**Information request:**

Please can I have the following information:

1. The total number of fires which were suspected arson in the Milton Keynes area
2. The total number of people charged with arson in the Milton Keynes area for the years: i. 2010-11; ii. 2011-12; iii. 2012-13; iiiii. 2013-14; v. 2014-15; vi. 2015-16; i. 2010-11; ii. 2011-12; iii. 2012-13; iiiii. 2013-14; v. 2014-15; vi. 2015-163.

The percentage of fires that were suspected or alleged arson last year (2015) in the areas: i. Milton Keynes Central ii. Milton Keynes North iii. Milton Keynes South.

**Response:**

The number of fires in Milton Keynes are as follows: 2010 – 279; 2011 – 300; 2012 – 182; 2013 – 166; 2014 – 112; 2015 – 160.

As previously stated question two, the total number of people charged with arson in the Milton Keynes area and three, the percentage of fires that were suspected or alleged arson last year (2015) in the areas: i Milton Keynes Central ii. Milton Keynes North iii. Milton Keynes South, I believe should be referred to the Thames Valley Police. I would also point to the fact that the Authority does not record against areas described in this manner. Therefore this is a partial refusal notice under section 17 of the Freedom Of Information Act 2000. However we have provided the percentage figures for all of Milton Keynes.

Percentage of fires with cause Deliberate – Others Property for calendar year 2015/16 = 25.04%; Percentage of fires with cause Deliberate – Others Property for tax year 2015 = 25.69%

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#### BFRS Ref:

1285

#### Information request:

In the last three calendar years, how many call-outs have involved lavatories/toilets/bathrooms?

#### Response:

2013 - 38

2014 - 46

2015 - 59

I would be grateful if you could run a location search on the above as search terms/keywords.

Please provide the information broken down by year (NB: by the last three years, I refer to 2013, 2014, and 2015).

If possible, I would like to have some examples of incidents reported.

If it is not possible to provide details for each incident for the whole period within the cost limit, please just provide incidents from 2015, or failing that, for the last six months of 2015.

By examples, I mean a simple description of the incident reported (e.g. locked in a bathroom), and how it was resolved (e.g. manual handling techniques).

Disclosure Log - response to request 1285.xlsx

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### BFRS Ref:

1284

### Information request:

At the moment we are looking for insights how safety cushions are used by different fire brigades:

1. Do you use them as your back up rescue procedure, if a ladder is not usable anymore?! a. How often did you use them in the past?
2. If you do not use jump cushions as backup for ladder, how do you proceed during domestic coal or suicide attempt?
  - a. Are there any regulations or domestic procedures given how to proceed during emergency cases where ladders are not usable?

Besides giving basic trainings how to use safety cushions best, we are also looking for new training procedures by different regulations.

Hence we would be interested in any trainings you can provide for safety procedures where emergency pneumatics are used to enhance our technical professionals as good as possible!

### Response:

I can confirm that Buckinghamshire and Milton Keynes Fire Authority (the Authority) has completed its search of its records and no information is held about this type of equipment. The Authority does not use the type of airbag that people would jump into from a height to escape a building that is on fire. Therefore please accept this as a refusal notice under section 27 of the Freedom of Information Act 2000 (FOIA).

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BFRS Ref:

1283

Information request:

1. Please advise the total staff headcount that are employed directly by Buckinghamshire Fire and Rescue Service, with each part-time employee counted as one employee.

Please exclude all temporary agency workers from this figure.

2. Please identify each supplier that Buckinghamshire Fire and Rescue Service has a contract with to supply temporary agency workers.
3. Please identify:
  - a. the type of contract that Buckinghamshire Fire and Rescue Service has with each of these suppliers (preferred supplier list/ framework/ etc. If framework, please indicate
  - b. which - e.g. MSTAR/ YPO/ Panel London/ Pan London/ NPS All Wales/ Crown Commercial Services/ etc; and c. whether this is on a neutral/ master/ hybrid vender model, or the lot number.
4. Please advise for each contract identified within (2) above of:
  - a. the current end date of the contract;
  - a. the date(s) that any break clause(s) can be enabled; and
  - b. the length of time of any extension that can be enabled.
5. Please advise of the full name of the main contact at Buckinghamshire Fire and Rescue Service who is responsible for the main (or majority of the) contract(s) identified within (2) above, together with their:
  - a. job title;
  - b. group (either team, division or department, whichever is the smallest identifiable group);
  - c. telephone number;
  - d. email; and
  - e. full postal address, inc postcode.
6. Please identify all suppliers that Buckinghamshire Fire and Rescue Service has sourced a temporary agency worker from - but does not have a contract with - from 1 April 2015 to 31 March 2016.
7. For each temporary agency supplier (either
  - a. contracted as identified within (2) above;

- b. non-contracted as identified within (6) above; and
- c. all workers Buckinghamshire Fire and Rescue Service has sourced directly), how much has been spent on each supplier (or directly), from 1 April 2015 to 31 March 2016?

**Response:**

Disclosure Log - response to request 1283.xlsx

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**BFRS Ref:**

1282

**Information request:**

For each of the following questions I would very much like to get the information for each year:

2015 and 2016 to date

1. The number of 999 incidents each year?
2. How many people employed (full time) in the Fire and Rescue Control Room - as at benchmark point of your choosing each year
3. Average time to confirm a location and dispatch a fire engine (in minutes and seconds, each year)
4. Average time to reach destination of emergency call out (in minutes and seconds, each year)
5. First fire engine average – broken down by: house or bungalow/ flats/ other dwelling/ road vehicles/ outdoor/ and by casualties and/or rescues, and without casualties. All broken down by year
6. Second fire engine average- broken down by: house or bungalow/ flats/ other dwelling/ road vehicles/ outdoor/ and by year
7. Average time to put a fire out and go (each year)
8. Number of active fire-officers in the region- broken down by year. Detailing how many full time/ how many part time/ how many reserve
9. Number of active/ working fire engines at benchmark moment of your choosing each year
10. Total budget for the region's fire service, each year
11. Names of any fire stations closed in the area, each year- number of staff

- a. made redundant/ lost job,
- b. redeployed elsewhere.

**Response:**

1. The number of 999 incidents each year? Please note these figures exclude co-responder incidents.

2015 = 6323

2016 = 3504

2. How many people employed (full time) in the Fire and Rescue Control Room - as at benchmark point of your choosing each year.

As at 31 March 2015 there were 17 employees.

As at 31 March 2016 there were 0 employees as the Buckinghamshire and Milton Keynes Control Room was closed as a Thames Valley Control Room replaced it.

3. Average time to confirm a location and dispatch a fire engine (in minutes and seconds, each year)

<b>Year</b>	<b>Average Call Time to Assigned</b>
2015	00:02:06
2016	00:02:02

4. Average time to reach destination of emergency call out ((in minutes and seconds, each year) - This appears to be a duplication of question 5.

Please clarify

5. First fire engine average – broken down by: house or bungalow/ flats/ other dwelling/ outdoor/ road vehicles. All broken down by year.



Property Type	2015	2016
Bungalow	00:06:59	00:06:46
Flat	00:05:29	00:05:13
House	00:07:05	00:06:59
Other Dwelling	00:05:52	00:05:35
Outdoor	00:06:52	00:06:50
Road Vehicle	00:07:26	00:06:55

6. First fire engine average- broken down by casualties and/or rescues, and without casualties and by year.

Casualties / Rescues	2015	2016
Without	00:06:26	00:06:20
With	00:06:31	00:06:08

7. Second fire engine average - broken down by: house or bungalow/ flats/ other dwelling/ road vehicles/ outdoor/ and by year.

Property Type	2015	2016
Bungalow	00:08:45	00:09:37
Flat	00:06:54	00:08:59
House	00:09:10	00:09:05
Other Dwelling	00:07:27	00:07:49
Outdoor	00:11:16	00:09:11

Road Vehicle	00:10:19	00:10:05
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Second fire engine average- broken down by: house or bungalow/ flats/ other dwelling/ road vehicles/ outdoor/ and by year

Casualties / Rescues	2015	2016
Without	00:09:01	00:09:01
With	00:09:22	00:09:02

8. Average time to put a fire out and go (each year).

This figure is not recorded. Crews can be delayed at scene for a number of reasons, for example providing Home Fire Safety Checks. It would be misleading to attempt to calculate this figure for larger incidents as crews continue to return to the site after the incident for a number of hours for re-inspections.

9. Number of active fire-officers in the region- broken down by year. Detailing how many full time/ how many part time/ how many reserve.

There is no separation between part time and reserves i.e they are the same thing.

\*includes those where on call is their secondary role

	Headcount 2015
Wh ole ti me	287
Ret aine d	166* / 136

	Headcount 2016
Wholesale time	257
Retained	147* / 129

10. Number of active/ working fire engines at benchmark moment of your choosing each year. 2015 = 41; 2016 = 41
11. Total budget for the region's fire service, each year. This information is available on our website at [www.bucksfire.gov.uk](http://www.bucksfire.gov.uk) .
12. Names of any fire stations closed in the area, each year- number of staff a. made redundant/ lost job, b. redeployed elsewhere. No fire station closed in either year.

#### BFRS Ref:

1281

#### Information request:

Can you please provide a detailed procedure of how you respond to Fire ARC calls into your call centre to include the following:

- The hours in which you class as the working day;
- The days of the week in which you respond;
- Do you respond to non verified ARC calls, or do you require key holder verification of a fire?
- Do you use the open and close of the intruder alarm signal to make the discussion to respond?
- Is your response clearly identified in your AFA policy, including details as above.

#### Response :

The response to this was addressed in a conversation with the Unwanted Fire Signals Officer.

**BFRS Ref:**

1280

**Information request:**

Please could you provide me with information about your ICT expenditure, as broken down in the attached template?

I have included this template in order to make it easier for you to understand my requirements and provide answers.

Within the response, please include:

- \* Expenditure from all parts of your organisation (central services and directorates);
- \* As well as your own organisation, expenditure for any subsidiary organisations that fall within the scope of your accounts; and
- \* Both revenue (or operating) expenditure and capital expenditure

**Response:**

Disclosure Log - response to request 1280 .xlsx

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**BFRS Ref:**

1279

**Information request:**

1. How many premises were subject to a fire safety audit in 2015/16
2. in how many premises was a deficiency under article 9 (1) (The responsible person must make a suitable and sufficient assessment of the risks to which relevant persons are exposed for the purpose of identifying the general fire precautions he needs to take to comply with the requirements and prohibitions imposed on him by or under this Order) identified
3. please provide a break-down of the number of premises where a deficiency under article 9 was identified by premises type (ie Care Home, Hotel, HMO ect)

Response:

	<b>Risk Assessment (Article 9)</b>
Hospitals	2
Care homes	36
Houses in Multiple Occupation (HMO)	2
Purpose built flats >= 4 storeys	11
Hostels	4
Hotels	30
Houses converted to flats	1
Other sleeping accommodation	26
Further education	0
Public buildings	1

Licensed premises	42
Schools	9
Shops	30
Other premises open to public	11
Factories or warehouses	17
Offices	12
Other	4
Total	238

If further statistics are required from previous years, then they can be found at:

[gov.uk/government/collections/fire-and-rescue-authorities-operational-statistics](http://gov.uk/government/collections/fire-and-rescue-authorities-operational-statistics)

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**BFRS Ref:**

1278

**Information request:**

Can you give me the time of call for this incident also time first and second truck arrived at this incident below:

Sunday 1 May, 3.11pm Fire in three-storey commercial and residential building and partial roof collapse, High Street, Stony Stratford. One appliance and crew from Bletchley, one from Olney, one from Broughton, one from Buckingham, one from Winslow, which was on standby in Milton Keynes, one from Aylesbury, which was on standby in Milton Keynes, one from High Wycombe, one from Bedfordshire, which was on standby in Milton Keynes, and one from Northamptonshire attended, along with four officers. Firefighters used three main jets, four sets of breathing apparatus and a turntable ladder. Relief crews will be attending in the night.

#### Response:

Fire Authority Agenda Pack 8 June 2016.compressed.pdf

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#### BFRS Ref:

1277

#### Information request:

- 1) The total number of fires (not including false alarms) in the home that were reported in the following years: 2016 (so far), 2015, 2014, 2013, 2012 and 2011
- 2) The number of accidental fires in the home that were reported in the following years: 2016 (so far), 2015, 2014, 2013, 2012 and 2011
- 3) The number of dwellings where these fires were reported that did not have a functioning fire alarm (including instances where a fire alarm was not present), broken down by year: 2016 (so far), 2015, 2014, 2013, 2012 and 2011
- 4) The top 10 causes for dwelling fires in the past 12 months (e.g. arson, accidental, appliances, etc). If possible, please can you provide a figure for each of the causes in the past 12 months
- 5) The number of non-fatal casualties/ injuries as a result of fires in the following years: 2016 (so far), 2015, 2014, 2013, 2012 and 2011.

#### Response:

I can advise that although data for 2016 is included this is unverified by the Home Office (previously the Department for Communities and Local government) but we quality assure all reports the day after they have been completed or the Monday after the

weekend so that when the year-end statistics are compiled we know the aggregated statistics are correct.

We also send regular reports to neighbouring Fire and Rescue Services to ensure they are providing details of fires they attended in our grounds.

We send incident reports to the (now) Home Office on a weekly basis and provide end of year summaries in April/May. Please note our response below:

- 1) The total number of fires (not including false alarms) in the home that were reported in the following years: 2016 (so far), 2015, 2014, 2013, 2012 and 2011;
  - 2010 – 393
  - 2011 – 560
  - 2012 – 569
  - 2013 – 604
  - 2014 – 480
  - 2015 – 498
  - 2016 to date - 210
- 2) The number of accidental fires in the home that were reported in the following years: 2016 (so far), 2015, 2014, 2013, 2012 and 2011;
  - 2010 – 272
  - 2011 – 388
  - 2012 – 406
  - 2013 – 418
  - 2014 – 359
  - 2015 – 395
  - 2016 to date - 192
- 3) The number of dwellings where these fires were reported that did not have a functioning fire alarm (including instances where a fire alarm was not present), broken down by year: 2016 (so far), 2015, 2014, 2013, 2012 and 2011.

For 'not functioning' to include: Alarm battery defective, Alarm battery missing, Detector removed, Fault in system, system not set up correctly and system turned off.

2011 – 96

2012 – 125

2013 – 99

2014 – 85

2015–79



2016 to date - 28

- 4) The top 10 causes for dwelling fires in the past 12 months (e.g. arson, accidental, appliances, etc). If possible, please can you provide a figure for each of the causes in the past 12 months.

Accidental - Cooking - other cooking 95

Accidental - Chimney fire 67

Accidental - Fault in equipment or appliance 60

Accidental - Combustible articles too close to heat source (or fire) 38

Accidental - Negligent use of equipment or appliance (heat source) 23

Accidental - Careless handling - due to careless disposal 21

Accidental - Faulty fuel supply - electricity 19

Deliberate - others property - Heat source and combustibles brought together deliberately 19

Accidental - Cooking - chip pan/deep fat fryer 17

Accidental - Overheating, unknown cause 14

- 5) The number of non-fatal casualties/injuries as a result of fires in the following years: 2016 (so far), 2015, 2014, 2013, 2012 and 2011;

2010 – 36

2011 – 36

2012 – 31

2013 – 41

2014 – 37

2015 – 52

2016 to date – 24

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**BFRS Ref:**

1276

**Information request:**

- Do you have any specialist equipment for animals, for example animal breathing apparatus?
- If so what equipment do you have, when was it purchased and how much did it cost?
- In the year 2005 how many call outs were attended where animals were involved?
- What animals were involved in these call outs?
- In the year 2000 how many call outs were attended where animals were involved?
- What animals were involved in these call outs?
- In the year 2015 how many call outs were attended where animals were involved?
- What animals were involved in these call outs?

**Response:**

Disclosure Log - response to request 1276.xlsx

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**BFRS Ref:**

1275

**Information request:**

Please can you provide me with the name of the person in charge of Buckinghamshire Fire and Rescue Service's vehicle fleet.

In addition could you give the contact details of this person, whether that be an email or contact number.

**Response:**

The Director of Finance and Assets is David Sutherland. dsutherland@bucksfire@gov.uk

Information about the Buckinghamshire and Milton Keynes Fire Authority Strategic Management Board can be found here:

<https://bucksfire.gov.uk/about-us/our-strategic-management-board/>

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**BFRS Ref:**

1274

**Information request:**

I request that a copy of the following documents [or documents containing the following information] be provided to me electronically via email:

The number of fire brigade call outs to all white goods fires and incidents for the last five years (between January 2011 to present, May 2016) where the cause was a faulty appliance or supply.

**Response:**

Disclosure Log - response to request 1274.xlsx

**BFRS Ref:**

1273

**Information request:**

I would like to request the following breakdown of the ICT hardware maintenance and costs:

A list of the models of the physical servers; storage devices; tape libraries; network switches and routers under support contracts; as well as the cost and duration of said contracts, with start and end dates and service level associated with the equipment.

Could you also supply the names of the suppliers of aforementioned support services?

I would also request the name of the person/s in your organisation responsible for the maintenance support contracts.

### Response:

I can confirm that Buckinghamshire and Milton Keynes Fire Authority (the Authority) do not have any support contracts in place for our physical servers, storage devices or tape libraries, as they are still under manufacturer's warranty.

The Authority network switches and routers are supported under the Bucks County Council wide area network provision supplied by Udata, the cost for this is for the entire WAN and the specific costs for just network switches and routers cannot be identified.

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### BFRS Ref:

1272

### Information request:

I have been asked by my home insurer to provide evidence that the Fire Service ordered all essential services to be cut off from the properties concerned and those immediately adjacent.

My home at xxx is attached to xxxxx and was without power, water and gas from 1 May until 4 May. Could you please confirm the Fire Brigade action?

### Response:

Disclosure Log - response to request 1272.docx

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### BFRS Ref:

1271

### Information request:

The number and locations of uniformed middle managers.

## Response:

Buckinghamshire and Milton Keynes Fire Authority does not have a Control Room and therefore no Control Room staff.

Our senior management team are based in Service Headquarters if you go to this link: <https://bucksfire.gov.uk/about-us/our-strategic-management-board/> You can click on each of the team for details of their roles.

Heads of Service are Area Managers.

We have a Group Commander Service Delivery North Based at Broughton Station and Group Commander Service Delivery South, Group Commander Special Projects, Group Commander Policy and Resilience and Group Commander Community and Business Safety, all based at Service Headquarters.

The Station Commanders who are based on Stations can be found here:

<https://bucksfire.gov.uk/about-us>

Station Commander Resilience and Business Continuity, Station Commander Response Policy, Station Commander Research and Development, Station Commander Protection Policy and Enforcement, Prevention Policy Manager (Station Commander), Station Commander People & Organisational Development Project Manager and Station Commander Resource Management Team are all based at Service Headquarters.

Please be advised that this information is accurate at this time but does change reasonably frequently.

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## BFRS Ref:

1270

## Information request:

Calls made from specific phone numbers

## Response:

Referred to Thames Valley Fire Control Service.

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**BFRS Ref:**

1267

**Information request:**

1. How many times were your Fire and Rescue Service called out to assist a bariatric person in the past four financial years? (Separated by year: 2012/13, 2013/14, 2014/15, 2015/16)
2. What was the total cost of responding to calls to assist bariatric people in the past four financial years (separated by year: 2012/13, 2013/14, 2014/15, 2015/16)?

If helpful, I have included a table for you to complete for questions 1 and 2: 2012/13

**Response:**

Disclosure Log - response to request 1267.xlsx

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**BFRS Ref:**

1266

**Information request:**

From the following stations can you tell me the number of times appliances have been deployed and what type of incident it was from 01/01/16 - 21/04/16:

- Brill
- Gerrads Cross
- Great Missenden
- High Wycombe

Response:

Station	Fire	Special Service	False Alarm	Grand Total
Brill	5	0	7	12
Great Missenden	5	3	5	13
High Wycombe	204	117	176	497
Gerrards Cross	38	42	34	114

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BFRS Ref:

1265

Information request:

Please can you tell me how many employees are currently the subject of criminal charges from the police.

Please also supply their job title and/or rank.

Response:

I can confirm that there are no employees of Buckinghamshire and Milton Keynes Fire Authority (the Authority) known to be the subject of criminal charges from the police.

All employees are required to declare any criminal charge/conviction they receive prior to and during employment with the Authority.

A failure to disclose this information will be dealt with under the Discipline procedure and may result in action up to and including dismissal.

Employees working with vulnerable people are also subject to a Disclosure and Barring Service check to identify any criminal convictions that may make them unsuitable to hold one of these roles.

The Authority takes its responsibility to the public seriously and has a number of ethical policies in place to enable its Members, employees and the general public to raise any issues where it believes a criminal offence has taken place.

---

**BFRS Ref:**

1264

**Information request:**

Statistics of fires by fault in the appliance of:

- Washing Machines
- Dishwashers
- Fridge – Freezers
- From 2010 to the present.

Could you also provide details of the Manufacturer brand / Model description?

**Response:**

Disclosure Log - response to request 1264 BFRS white goods fire incidents.xlsx

Disclosure Log - response to request 1264 BFRS fires white goods brands.xlsx

---

**BFRS Ref:**

1263

**Information request:**

Incident / spillage of chemicals at a golf club.



**Response:**

Incident report provided.

Please note these are chargeable items

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**BFRS Ref:**

1262

**Information request:**

Statistics of fires by fault in the appliance of:

- Tumble Dryer
- From 2010 to the present

Could you also provide details of the Manufacturer brand/Model description?

**Response:**

- 2010 - 10
  - 2011 - 14
  - 2012 - 5
  - 2013 - 6
  - 2014 - 10
  - 2015 - 14
  - 2016 to date - 2
  - 
  - Disclosure Log - response to request 1262.xlsx
- 

**BFRS Ref:**

1261

**Information request:**

Please can you provide me with the number of under-crewed shifts (where there is fewer than either the required or optimum number of staff working for running either one or

more appliances) in the past three years (2013/14, 2014/15 and 2015/16) at wholetime stations, as well as the total number of shifts, broken down by individual year.

Please could you also provide me with the % of availability or % non-availability for retained stations for each of the three years (2013/14, 2014/15 and 2015/16).

Please provide me with the above details broken down by month and/or station.

Please could you also provide me with details of any times engines have been out of use because the number of crew member available was too few.

### Response:

Disclosure Log - response to request 1261 2015 On-Call appliance availability.xlsx

Disclosure Log - response to request 1261 2016 On-Call appliance availability.xlsx

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### BFRS Ref:

1260

### Information request:

- 1) How many instances of emergency vehicles (E.G police cars, fire engines, ambulances) needing roadside assistance were recorded between 2004-15?

If the data doesn't stretch back to 2004, please use the earliest you have.

- 2) In such cases, was the cost of recovery paid to a 3rd party? If so, what is the current call out charge?

Please provide the responses in an Excel spreadsheet if possible and breakdown by year.

### Response:

Below is a list of recovery dates for emergency fire-service vehicles from 2004 to date:

- Jan 2014
- Sep 2011
- Oct 2009
- Sep 2009
- Mar 2009
- Mar 2009

- Feb 2009
- Mar 2007
- Aug 2004

Buckinghamshire and Milton Keynes Fire Authority (the Authority) would not have data regarding other emergency service vehicles, such as police or ambulance, and do not record information about the breakdown and recovery of fire service vehicles in a manner that would answer your request.

Some of these recoveries are covered by insurance and the only direct cost to the Authority is the excess charges not covered within the policy.

Please accept this as a partial refusal notice under section 17 as this information is not held by the Authority.

---

#### BFRS Ref:

1259

#### Information request:

How many people who have taken voluntary redundancy or have been made redundant have been re-employed by your organisation between the years of 2011 and 2016?"

"Re-employed" being defined as the employment on a freelance or staff basis, or any work carried out by an individual who previously worked for the organisation as a staff member.

Please provide the cost of all reemployment - breaking this down into yearly totals

#### Response:

I can now confirm that we do not have any employees who have taken voluntary redundancy or have been made redundant have been re-employed by our organisation between the years of 2011 and 2016.

---

**BFRS Ref:**

1258

**Information request:**

- How many incidents or fires have you been called out to in relation to electronic -cigarettes?
- These would include fires caused by the e-cigs themselves or their chargers. Within the cost limit, could you provide some detail of the incidents you were called out to?
- Can you please provide me with the information for the following calendar years, 2012, 2013, 2014, 2015 and 2016 to date?

**Response:**

I can confirm that in the time period stated there has been one fire caused by an e-cigarette charger. This incident was in February 2015 and involved an unknown brand of charger with no manufacture markings.

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**BFRS Ref:**

1257

**Information request:**

1. Contracts/Agreements relating to the supply of Gas which may include the following:
  - Natural Gas Supply
  - Gas Heating / Boiler Maintenance
  - Installation of Gas Central Heating Systems
2. Contracts/Agreements relating to the supply of Electricity which may include the following:
  - Street Lighting
  - Electricity Supply (Half Hourly)
  - Electricity Supply (Non Half Hourly)
  - Corporate Electricity Supply
3. Contracts/Agreements relating to the supply of Water which may include the following:

- a. Supply of Water
- b. Waste Water Contract Information

- For each of the types of the contract that I am requesting please can you send me the following information.

Please remember if there is more than one provider can you please split the contract information up for each individual provider?

1. Unique Contract Key: Please can you provide me with a unique reference quote that relates to each contract.
2. Current Provider: If there is more than one provider please split the contract information individually.
3. Annual Average Spend: Please can you send me the average spends over the last three years. Approximate spend is also acceptable.
4. Contract Duration: Duration of the contract/ agreement and can you please include any extension periods that could be executed
5. Contract Commence Date: The date the contract/agreement commenced
6. Contract Expiry Date: The date the contract/agreement expired
7. Contract Description: A brief description of the contract of what support/service is involved
8. Responsible Officer: Who within the organisation is responsible for this contract.

Please can you send me the full names, actual job title, internal contact number and the officers direct email address.

If there is more than one supplier please split each profile of the above data types for each supplier. E.g. separate spend, expiry date, responsible officer.

In some cases I have been told that some requests may take of the period of collating this information. If this is the case please can you only concentrate on part two of my request (Contracts/Agreements relating to the supply of Electricity).

### Response:

Information sent and contact details of the Property Manager to assist in understanding the spreadsheet.

Disclosure log- Response to 1257.xls

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**BFRS Ref:**

1256

**Information request:**

1. In the financial years 2013/2014 and 2014/15 please provide the number of settlements and the total paid out by your service as compensation to fire fighters for injuries sustained at work or as a result of their work duties or while on work premises. If possible please provide details of any legal costs paid by you associated with these claims.
2. For each payout of compensation in excess of £2,000 please provide details of the amount of compensation, costs associated with the claim and a summary of the nature of the claim. Note: The question relates to payments made in 2013 / 2014 and 2014/15 regardless of when the incident took place.

Reply should include any cases settled by your insurers on your behalf as this is covered under the Act.

**Response:**

In the financial years 2013/2014 and 2014/15 there were no compensation payments to firefighters for injuries sustained at work or as a result of their work duties or while on work premises.

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**BFRS Ref:**

1255

**Information request:**

Are you able to help with a petroleum search of the below site: xxxxxx, please would you provide the following information where available: Are there any records of petroleum

storage at or in the immediate vicinity of the site, either in above ground or below ground tanks?

If yes:

1. How many tanks were there and what was their capacity? Please provide a plan showing the tank locations if possible
2. How long were the tanks in use/known to be present on site?
3. What is the current status of the tanks? If they have been decommissioned by filling, please detail fill material.
4. Are there any known leaks or spills associated with the tanks?
5. Are there any records of integrity testing? If so when was this undertaken and what were the results? Please provide any additional information on the site e.g. in relation to petroleum storage, diesel storage or any other substances, where available. If you have any queries, or there is a charge for this information, please contact me as soon as possible and prior to any work being carried out.

#### Response:

Buckinghamshire County council are responsible for petroleum licencing in this area:  
<http://www.buckscc.gov.uk/about-your-council/contact-us>

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#### BFRS Ref:

1254

#### Information request:

We are collecting information about rescues made by firefighters in your fire and rescue service.

Below is the information we would like to obtain from you under the Freedom of Information Act.

The data is likely to be found in returns to government using the electronic incident recording system.

We would like to receive data relating to rescues made by your fire and rescue service between 1 April 2015 and 31 March 2016:

(1) at all fires and (2) at all other incidents.

- 1) How many people were rescued with an injury with the assistance of FRS personnel at fires?
- 2) How many people were rescued uninjured (unharmd) with the assistance of FRS personnel at fires?
- 3) How many people were rescued with the assistance of FRS personnel at fires (sum of Q1 and Q2)?
- 4) How many people were rescued with an injury with the assistance of FRS personnel at all other non-fire incidents e.g. floods?
- 5) How many people were rescued uninjured (unharmd) with the assistance of FRS personnel at all other non-fire incidents e.g. floods?
- 6) How many people were rescued with the assistance of FRS personnel at all non-fire incidents (sum of Q4 and Q5)?
- 7) Total rescues from all incidents attended (sum of Q3 and Q6)?

Response:

Year	1 April 2015 - 31 March 2016
1) Rescues at fires (with injuries)	109
2) Rescues at fires (unharmd)	19
3) Total rescues at fires (Q1+Q2)	128
4) Rescues at non-fire incidents (with injuries)	306
5) Rescues at other non-fire incidents (unharmd)	1601
6) Total rescues at non-fire incidents (Q4+Q5)	1907
7) Total rescue (Q3+Q6)	2035



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**BFRS Ref:**

1253

**Information request:**

- 1) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2015: Wholetime, Retained, Control, Support, Total.
- 2) How many people were employed by the fire and rescue service (headcount) in the following roles on 31 March 2016: Wholetime, Retained, Control, Support, Total.

**Response:**

\* includes those where On-Call is their secondary role

1)

<b>Role:</b>	<b>Headcount:</b>
Wholetime	287
Retained	166* / 136
Control	17
Support	106
Total	546

2)

<b>Role:</b>	<b>Headcount:</b>
Wholetime	257

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Retained	147* / 129
Control	0
Support	113
Total	517

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**BFRS Ref:**

1252

**Information request:**

The total number of times firemen have been called out to help paramedics move overweight individuals.

**Response:**

- 2011 - 1
- 2012 - 7
- 2013 - 4
- 2014 - 14
- 2015 - 8
- 2016 - 3